YMGI Group

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YMGI, Engineered Comfort Products for A Sustainable and Efficient Green World !

INSTALLER'S INSTRUCTION & USER'S MANUAL

DC INVERTER MULTIPLE ZONE (59)2
SYMPHONY CHOIR

INDOOR UNIT-WALL MOUNT (EW)

WMMS-09EW-V2B(59)2

WMMS-18EW-V2B(59)2

WMMS-12EW-V2B(59)2

WMMS-24EW-V2B(59)2

⚠ WARNING

This product is designed and manufactured free from defects in material and workmanship for the normal use and maintenance. Installation, operation, maintenance and service shall follow professional practices for regular cooling and heating equipment, NEC, State, City or Local Codes and related manuals from YMGI. Otherwise, damage to equipment or property even injury to people may occur.

Installer: Currently licensed HVAC technician only. Read manual before installation. Fully fill in warranty registration card.

User: Keep this manual for future maintenance and service use.

Servicer: Use this manual for service reference.

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⚠ CAUTION **All Units Shall Be Installed by Experienced or Licensed Contractor Or Technician. Read Manuals before Installation.**

⚠ CAUTION **Following NEC, State and Local Codes and Installation Instructions of All Units, Otherwise Unit Warranty Will Be Void and Serious Damage To People Or Property May Be Caused.**

⚠ WARNING **YMGI Group Will NOT Take Any Responsibilities for Any Damage or Loss Due to Do-It-Yourself(DIY) self-installation and other Improper Installation or Operation or Natural Disaster.**

⚠ WARNING **Don't Supply Power until All Wiring and Tubing and Checking is Completed. Ground the Unit Following Instructions and NEC, State and Local Codes.**

⚠ DANGER **Connect All Wiring Securely. Loose Wire or Other Bad Contact May Cause Arc or Overheating and Fire Hazard.**

WELCOME AND PLEASE READ THROUGH MANUALS

Dear Customer(s)/End User(s)/Unit Purchaser(s)/Installer(s)/Contractor(s):

Thanks for choosing YMGI products.

The YMGI equipment you purchased is either a split-type or a self-contained cooling/heating system which requires an installer's license, certification, knowledge, experience, carefulness and details for a successful and good installation. This equipment is different from those window or portable air conditioners you can normally purchase from local retail stores such as Home Depot, Lowe's, Sears, etc. which the manufacturer may not require licensed personnel to install.

Reading and following the YMGI Group's recommendations, suggestions, and requirements, written in the following pages and other documents, is the first step to ensuring a smooth and trouble free installation & proper operation of your products for many years to come.

The quality of the installation plays a key role in whether the units will work well and for an extended period of time. The information we provide in our manuals is for the sole purpose of reminding you and your installer.

It is our ultimate goal to help insure that your YMGI units are installed properly and correctly from the very beginning to the very end. This ensures that your YMGI units will work well and not only provide a comfortable room but also peace of mind.

⚠ WARNING

YMGI doesn't recommend nor allow any do-it-yourself (DIY) installation (partially or fully), since DIY will cause problems sooner or later to your units and your upfront saving is Not saving down the road.

YMGI warranty doesn't cover any DIY units.

If you have any questions about your unit or even doubt if the unit has any problem, you can first check against the mannds. If you can not find answers, then you can contact your local installer or service technician to physically inspect the unit. If at the time of inspection the installer or service technician have any questions they can contact YMGI technical support division directly at:

Toll Free Number: (866)833-3138
Email: techsp@ymgigroup.com

IMPORTANT NOTE-YMGI HOLDS FINAL EXPLANATION:

YMGI Group, POB 1559, O'Fallon, MO 63366 is the only party who holds the final explanation (in authorized writing) about any descriptions or data in YMGI-published materials, including but not limited to YMGI product brochures, manuals, pamphlets, catalogs, videos and any other media. YMGI's distributors, installers, dealers, agents, customers or any other third parties shall not supersede YMGI to make any explanation about what YMGI-published materials mean. Any uncertainty or questions, arising from YMGI distributors, installers, dealers, agents, customers or any other third parties, should be passed directly to YMGI for an explanation in writing.

WELCOME AND PLEASE READ THROUGH MANUALS

⚠ ATTENTIONS

1. Be sure to hire only one certified, licensed HVAC Company to complete 100% of the installation so that all details of the installation are clear, complete and well taken care of.
2. Be sure to have ONLY the licensed HVAC professional perform all parts of the installation. Factory Warranty will be lost if any portion of the installation is not performed by licensed HVAC contractor. DIY or partial DIY will void ALL factory warranties. One example of partial DIY would be calling the HVAC technician to release refrigerant or the sort while other installation has or is to be conducted by non-HVAC technician.
3. With hiring a technician that is offering their services as a "side job" and not through their licensed HVAC company may pose a possible risk of an incomplete or unsatisfactory installation of no guaranteed workmanship and lack of further service, if needed.
4. Have the installing technician read in full the installation manual of the product model you have. Some details may vary and some may be the key to determine the success and quality of the installation. Experience with certain manufacturer may not be applied fully to another manufacturer. For example, wiring, refrigerant adjustment and trial testing procedures may differ from manufacturer to manufacturer and model to model. Any ignoring or negligence may cause unit failure or damage which could be irrevocable and permanent.
5. All of YMGI's products are fully tested and have passed rigorous safety and performance standards and others related to the industry, before being packed and shipped. YMGI only uses famous brands as suppliers for their parts that are also known for their high quality and performance. The quality of the installation plays a key role as much as up to 90% importance in your unit's overall performance and lifetime. A poor installation can result in unit failure and inefficiency either immediately or over a period of time.
6. Some licensed contractor/technician may make a mistake some time. YMGI doesn't supervise nor is able to control their installation.It is key that the installer take each variable into account during the initial installation in order to ensure a complete and professional installation and properly working units.

⚠ WARNING

The following will cause damage to the unit and key components and the loss of your unit's **factory warranty:**

1. Any foreign substances introduced into the system as a result of failure of not sealing the ends of the refrigeration piping before pulling through structures at time of installation.
2. Not installing an oil P-trap in the suction copper line where indoor unit is located 18' or more below outdoor unit.
3. Cross piping and/or cross wiring on any units including more than one single zone or a multi zone system.
4. Not conducting a positive leak check by charging the system with dry-nitrogen and soap bubble testing.
5. Not conducting a negative leak check by evacuating the copper lines for 30 minutes. Vacuum must be held at 500 micron or better for at least 5 minutes, starting from 5 minutes after the vacuum pump is shut off.
6. Not conducting a positive leak check prior to the negative leak check.
7. Not selecting the correct size of wire or circuit breaker.
8. Not answering ALL questions in the technician's checklist inside the warranty registration form.

⚠ WARNING

The following may be overlooked, ignored, or treated as not a problem during your installer's installation, but actually will cause your unit to underperform or even cause unit failure.

1. Any kinks or improper bending of the copper piping.
2. Any improper flaring or not centering of the flare with the nut, or not tightening any connection.
3. Not trial testing each indoor unit individually.
4. Not reading technical data (temp/time/pressure/current) after the system is stabilized (normally compressor needs to work at least 10 minutes). Data read too early may lead to inaccurate or false judgment or even a false sense of security.

In an effort to protect our customers from any possible faulty installation which can lead to premature unit failure, we like to provide the above information to you in addition to the technician. You can judge yourself and observe while your system is being installed, though your observation may not be treated as any guarantee whether your system would be installed properly and professionally. If at any time you feel there may be an installation issue, please have your technician contact YMGI at (866)833-3138 x 703 to clear your questions.

INSTALLING TECHNICIAN/CONTRACTOR'S JOBS AND RESPONSIBILITIES

1) Check with the customers to find out detailed information of structure to be conditioned, local weather (typical design and extreme temperature/humidity conditions, cooling and heating hours), previous and existing HVAC equipment, usage and dependence on the new HVAC equipment or the YMGI products.
2) Performing a cooling/heating load calculation by using commercially available professional programs/methods such as Right-J (Manual J) for residential HVAC applications/jobs and Right-CommLoad (ASHRAE RTS/CLTD) for light commercial and commercial HVAC applications/jobs.
3) Check with YMGI distributor/sales or contact manufacturer directly to obtain information to fully understand YMGI products, including but not limited to product features, cooling/heating performance-at standard ratings/conditions and extreme conditions, allowed indoor and outdoor temperature/humidity ranges, installation, operation, maintenance, service, warranty, parts and so on.
4) Properly select correct (most suitable) YMGI product models (of units and accessories) for your HVAC applications/jobs and list them in your proposal/quote, in writing, on your company's quote form or letter head, basing upon the information you get from 1), 2) and 3) above.
5) List your currently valid HVAC license # and EPA # in your proposal/quote.
6) Make sure you are the only party to perform the whole installation job and you will not sub-contract any part of the installation to any non-licensed parties/persons. You will be solely responsibile for the full installation that you have been contracted for.
7) Check to make sure you have all the materials you need to properly and correctly finish the installation. The YMGI units and accessories may be just a portion of what you need. YMGI employees and YMGI distributors/sales, dealers and agents are not installers and may only be able to provide suggestions to you, but you are the only sole decision maker to determine what other materials you must need and/or the customer may want to fulfill the installation job.
8) Check against both NEC and your local codes to make sure all the installation of YMGI units and accessories meet these requirements.
9) Connect the unit to correct electrical power source. In the area where lightning or storm incurs frequently, a proper type/size of power surge protector needs to be installed between the outdoor unit and power source.
10) Select proper types and sizes of HVAC circuit breakers, disconnect switch boxes, wires and conduits from circuit breaker to disconnect box and then from disconnect box to outdoor unit.
11) Select proper location to mount indoor units and outdoor units with all factory requirements being followed (cooling/heating/air is not blocked or restricted, mounting structure is secure, aesthetical looking, installation convenience is considered, maintenance/service clearance is ensured and all applicable codes are met and etc.).
12) Cap/tape the two ends of every copper line before running them through structures to keep from any foreign substances entering into pipe and causing contamination. Label them A-A, B-B, C-C, D-D, or other marks on each pair of copper line/wiring cable set to keep from any possible cross-piping or cross-wiring in multiple zone installations or where pipes for different single zone systems are close to one another.
13) Secure the wiring cables that connect between indoor unit and outdoor unit, following applicable NEC and local codes for your particular installation. If there is no special NEC or local code to govern how these wires are to be installed, you can tape/cable tie them along with insulated copper line.
14) Tighten all pipe and wire connections to keep from any possible leakage or false connection.
15) Conduct positive pressure leakage checking of inter-connecting copper lines between each indoor unit and outdoor unit by charging dry-nitrogen at outdoor unit service port (note: don't back-seat stopping valve, at this time). Liquid soap solution shall be applied at all pipe connections to check for leakage. A1/4-5/16" hose/valve adaptor may be needed if you have traditional manifold of 1/4" connection hose.
16) If there is no positive leaking, then conduct negative pressure leakage checking of inter-connecting copper lines between each indoor unit and outdoor unit by pulling vacuum at outdoor unit service port (note: don't back-seat stopping valve, at this time) and checking if the vacuum level 500 Micron can be held for at least 20 minutes.
17) If there is no leakage found at refrigeration pipe connections, flip up the indoor unit face panel and remove filter, carefully pour some clear water onto the up-right aluminum coil surface to test if the water can drain out of each indoor unit freely without any leakage being found.
18) If there is water leakage found, locate the source of the leak and correct. Only after everything is clear engage the correct electrical power to the system.
19) Then back-seat stopping valves of outdoor unit to release refrigerant from outdoor unit into inter-connecting pipes and indoor unit.
20) Check to make sure both indoor unit and outdoor unit are powered on correctly before controlling the indoor unit to operate in fan mode first. Then move on to test cooling, dehumidifying/drying, heating and other modes.
21) Read refrigerant pressures and pipe/valve temperatures only until the system is stabilized (normally 10 minutes after cooling/heating mode is started successfully). Put this data into the technician checklist in the lower half section of the Limited Product Warranty Registration Card/Form.
22) Adjust refrigerant charging level (remove refrigerant if pipe is shorter/temperature is colder; add refrigerant if pipe is longer/temperature is warmer), following manufacturer's instructions, if average pipe length is shorter or longer than 25' and pressure/temperature readings at outdoor unit service valves are not falling into normal ranges.
23) Explain to the user/owner(s) about proper unit operation and maintenance and leave your contact information for them to reach you easily.
24) If the customer finds the unit doesn't work properly and cannot resolve the issue themselves, check the customer's units/parts/accessories and correct the problem if there is any. Communicate with YMGI-technical support line (866)833-3138 x 703, if needing help.

Following these requirements will aid in ensuring the units to be installed to the general HVAC practicing standards and necessary factory requirements, finding any possible problems early, preventing any further damage to the unit and helping ensure a properly working unit over its lifetime.

LIMITED PRODUCT WARRANTY POLICIES

The YMGI products are designed and manufactured free from defects in workmanship, and materials for normal use. However, for any reason, including many handlings and occasions between the YMGI factories/warehouses and where you receive the products, the unit doesn't work, YMGI Group will help to remedy the occurrence in the following warranting ways:

Compressor: YMGI will warrant the compressor of YMGI-validated and approved warranty filing, for a period of 5 years from the date of successful installation at original location.

Parts: YMGI will warrant parts of YMGI-validated and approved warranty filing, for one year from the date of successful installation at original location.

All warranty compressors and parts replaced will become the sole property of YMGI Group and must be returned to YMGI Group upon request. Warranty parts may be new or refurbished. All parts are tested and approved before shipping.

At no time does the YMGI Group warrant labor cost of any type. Warranty will start from the date of successful installation at initial location, or 90 days as of original shipping date from YMGI Group, whichever comes first.

This is a standard warranty of limited liability and DOES NOT cover the following:

* Any damage or repairs to properties, or persons as an incident or consequence of improper or faulty transportation, installation, operation, maintenance or service.
* Damage caused by frozen or broken water hoses or refrigeration pipes in the event of equipment failure.
* Any damage as a result of floods, fire, wind, lightening, accidents, corrosive atmosphere or any other conditions beyond the control of YMGI Group.
* Any damage due to interruption or inadequate electrical service to equipment.
* Any products that are installed outside the US or Canada.
* Any unit that has been moved from the original installation address.
* Any labor costs associated with the installation or service of the unit.
* Poor unit performance due to improper unit selection (SEER, Unit size).

To validate the above warranties, ALL the following conditions must all be fulfilled:

1. The unit was fully (100%) and successfully installed by licensed or certified HVAC technicians.
2. The unit was installed following all NEC, state and local codes.
3. The unit was installed following all instructions and manuals made by YMGI Group.
4. ALL fields, especially the technician-checklist, of the **Limited Warranty Registration Card/Form** were filled completely by the installing technician and signed by both the installing company technician and the unit owner.
5. The **Limited Warranty Registration Card/Form** and a copy of the original installing company's invoice had been received by YMGI Group-Warranty Dept., POB 1559, O'Fallon, MO 63366, within 7 days of successful installation.

No warranty filing will be validated or approved, if any one of the above 5 conditions is not met.

Product registration doesn't guarantee the validity of this limited warranty statement.

Steps to follow for warranty part replacement:

1. Installing or service technician contacts YMGI tech support at 1-866-833-3138 ext 703 from the jobsite, to double-check and confirm with YMGI Technical support the exact part(s) needed to fix all the problems.
2. YMGI will check the customer's warranty filing. Parts for validated and approved warranty will not be charged. Parts of invalid warranty filing or unapproved warranty requesting, will be charged accordingly.
3. YMGI will ground ship out the parts ASAP. Expedited shipping is available at the customer's cost.
4. Replacement parts of approved warranty registration are to be warranted for the remainder of the 1 year parts and 5 year compressor warranty. Purchasing of replacement parts of invalid warranty filing or unapproved warranty requesting, will be as they are and bear no warranty.

YMGI keeps on improving products with various engineering changes without prior notice. Such improvements or changes include but not limited to product specification, appearance, functions, sizes, packaging and others. These improvements or changes will not void the limited warranty stated herein. YMGI keeps the final explanation of this warranty policy.

LIMITED PRODUCT WARRANTY REGISTRATION CARD

YMGI GROUP
Innovative, Competitive, Efficient & Convenient

LIMITED PRODUCT WARRANTY REGISTRATION CARD / FORM

YMGI to Fill Top Portion, at Shipping, and Keep Copy A; Center Copy B for Installer to Fill and Mail back to YMGI; Bottom Copy C for Customer to Fill and Keep

For YMGI Use Only

The Company the Unit Was Sold Though: _____
Shipping Packing List Number: _____
Registration Card Serial No. _____

Did the Company Pay to YMGI: _____
HVAC Contractor/ Technician–Name _____
Date the Filled Registration Card YMGI Received: _____

Installation Invoice Attached to the Registration Card _____
Hired YMGI-Recommended HVAC Contractor/Technician? _____
Unit(s) Work Successfully (Yes/No): _____ Warranty Approved Warranty Denied

Outdoor Serial Number (One Outdoor Unit, One Registration Card/Form):
Indoor Serial Number: For Multi Zone Units
Unit #1 _____ Unit #5 _____
Unit #2 _____ Unit #6 _____
Unit #3 _____ Unit #7 _____
Unit #4 _____ Unit #8 _____

Contact Where the Units are Installed:
Name: _____ Phone: _____ Fax: _____
Address: _____ Email: _____
City: _____ State (Province): _____ Country: _____

Contact of the Installing HVAC Contractor/Technician:
Technician Full Name (Print): _____
HVAC Technician's Company Name: _____
Address: _____
Currently Licensed or Certified HVAC Technician License or Certification Number: _____ License Approved or Certified by: _____
Official Phone # to Check the License Validity: _____

YMGI-Recommended Contractor/Technician:
Phone:Fax: _____
Email: _____
City:State (Province): _____

List for Installating HVAC Technician to Double Check Installation Quality, and Warranty Processing Purpose (if not filled by technician, or not filled fully, warranty will void)

1) Are you the only one to install whole system? If not, % of installation done by you (HVAC technician).
2) What had been done, prior to your arrival?
3) Did you read the User Manual and Installation Instruction, before you started the installation?
4) Who unpacked the unit and accessory boxes to check for damage?
5) Supply electrical power V/Ph/Hz measured at wiring terminal block of Indoor unit: outdoor unit:
6) Incoming electrical power V/Ph/Hz measured at terminal blocks of indoor unit: outdoor unit:
7) Wire gauge, length and terminal colors between circuit breaker/ disconnect switch to outdoor unit:
8) Wire gauge, length and terminal colors between each indoor and outdoor unit: Unit A Unit B Unit C Unit D...
9) The size of HVAC circuit breaker/fuse or disconnect switch to the outdoor unit:
10) Are the inter-connecting wires and copper lines between indoor and outdoor units installed/covered/protected by line set covers, or anything else?
11) What is the refrigerant pipe length between each indoor unit and the outdoor unit? Unit A Unit B Unit C Unit D...
12) Where is/are the indoor unit(s) located? Unit A Unit B Unit C Unit D...
13) What is the elevation difference between each indoor unit and the outdoor unit? Unit A Unit B Unit C Unit D... (indoor unit above outdoor unit +, below -)
14) Did you check the indoor unit for condensate leakage and refrigerant leakage, before and after connecting them?
15) Where is the outdoor unit located? Ground wall balcony roof other location or pad Is the outdoor unit anchored to ground or secured onto wall bracket?
16) Have you checked to make sure there is no cross-piping and no cross-wiring between any two indoor units (zones)? How did you do it, who was with you?
17) Were the refrigerant pipe ends capped or taped seal, prior to running them through structures to keep debris from entering the copper lines?
18) Have you checked and run cooling or heating, one unit by one unit, all working fine?
19) Did you charge the inter-connection copper pipes and indoor unit with nitrogen to check for positive leakage (pressures 150-200PSI), before conducting vacuuming leakage check?
20) Did you vacuum correctly to check the connecting pipes and indoor unit for leakage, what was the micron gauge reading, for how many minutes?
21) Did you check if the compressor can be started and stopped in a correct (design) manner?
22) If copper length were not made to the supplied or recommended refrigerant pipe length, how much refrigerant added or deducted?
23) Measured refrigerant pressures at outdoor service suction valve, when unit was st. Heat pump (PSI): Cooling (PSI): Outdoor Ambient Temp. (°F):
24) What were the measured temperatures (probe not touching any metal): At cooling: indoor return air °F, discharge air °F, and outdoor °F At heating: indoor return air °F, discharge air °F, and outdoor °F
25) Have you checked all unit functions, with customer's witness, and all functions are correct?
26) Did you show the user how to operate the unit? Did he/she understand you?
27) Do you provide regular one-year free technical service for this installation?
28) Do you list the working details in the invoice and leave a copy to the customer?

Installation Finished and Unit Works Successfully.
Print Name of Installation HVAC Technician:
Signature:
Date and time:

Installation Finished and Unit Works Successfully.
Print Name of Owner:
Signature:
Date and time:

By signing above, I acknowledge the liability and responsibility for any false statement or not telling all the facts, and I authorize YMGI to check the details of the filled above, and make its decision on warranty. I understand our filing or filling the warranty card/form DOESN'T mean automatic warranty approval, because warranty is approved only to those qualified and successful installations by qualified HVAC technician. I know the warranty, if approved, is a standard 5-year compressor and 1-year other parts only, without any labor coverage. I agree to and will follow all the contents contained in the Limited Product Warranty Policy that YMGI, not other entity, stated in public, including but not limited to manuals, web site, email, etc.

Important Note: A copy of the installing HVAC company's invoice to show all their work details, your payment proof, center copy B of this registration card filled after a successful installation, all three (3) MUST be mailed together to Warranty Dept., **YMGI Group, POB 1559, O'Fallon, MO 63366**, for warranty processing. Customer keeps bottom copy C. YMGI will check against copy A that was kept at YMGI.

WARRANTY AND TECHNICAL SUPPORT

YMGI warrants to the purchaser/owner(s) that YMGI products be free from defects in material and workmanship under the normal use and maintenance, with the standard Limited Product Warranty Policies that comes with the unit or sales package.

YMGI IS NOT RESPONSIBLE FOR

* Damage or repairs required as a consequence Customer do-it-yoursely(DIY) installation and/or any other faulty installation or improper application.
* Damage or repairs needed as a consequence of any misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
* Damage as a result of floods, winds, fires, lightening, accidents, corrosive atmosphere, or other conditions beyond the control of YMGI.
* Any damages to person or property of whatever kind, direct or indirect, special or consequential, whether resulting from use or loss of use of the product.
* Failure to start due to voltage conditions, blown fuses, open circuit breakers, or other damages due to the inadequacy or interruption of electrical service.
* Parts not supplied or designated by YMGI.
* Products installed outside USA or Canada.
* Regular equipment maintenance or field service or field inspection.
* Any problems due to improper cooling and heating load calcuation of the room/building the air conditioner/heat pump system is to be installed. Equipment users can get the calculation schedule from your room/building architect or your installation or related service HVAC contractor, who should have the knowledge and the tools to do these calculations correctly.
* Any problems due to improper sizing and selecting air conditioner/heat pump system. These equipment sizing and selection work should be conducted by either your room/building architect or your installation or related service HVAC contractor, who should have the knowledge and the tools to do these calculations correctly, and get your approval, before purchasing the air conditioner or heat pump equipment.
* Any problems due to improper installing of the air conditioner/heat pump system. Installation should be conducted by currently licensed HVAC technician, following manufacturer installation instructions, all governing safety codes, with care and professionalism.
* Any problems due to improper operation of the air conditioner/heat pump system. Users shall keep the manual and refer to it for the correct understanding of how the unit will work and how to operate the unit correctly.
* Any problems due to improper maintenance of the air conditioner/heat pump system. Like a car, regular maintenance or yearly checking is necessary for the unit to work properly for you, before the season comes. For example, air filter shall be checked for cleaness from time to time. Remote control batteries shall be checked for enough power, before judging the unit is not working...

CONTACT FOR FIELD SERVICE OR REPAIR

The following people, in a prioritized sequence, will take care of your request or issue:

1) The original installer; otherwise,
2) Your current service contractor; otherwise,
3) Authorized contractor in YMGI list that is close to you; otherwise,
4) Authorized Distributor in YMGI Distributor list; otherwise,
5) Contractor/Distributor you prefer who is close to you.

CONTACT FOR GENERAL TECHNICAL QUESTIONS OR SUPPORT, IN A SEQUENCE:

1) The original installer; otherwise,
2) The current service contractor; otherwise,

   The original licensed installer or current service contractor should be contacted first of all, since they installed the unit and/or know more details than anybody else.

   They will check the unit and find out the problems with the professional knowledge about HVAC and electric product installation by using special tools or instrument.

   They can contact YMGI technical support for technical help during unit installation or inspection.

   Product model and serial numbers needed, which can be found on unit nameplate sticker, so that our technician can quickly identify the unit, parts and wiring diagrams, among our many products and models.
3) The distributor; where the unit is purchased from otherwise,
4) YMGI Technical Support:
   Tel: (866) 833-3138*703 Email: techsp@ymgigroup.com

IMPORTANT NOTES

SAFETY WARNINGS

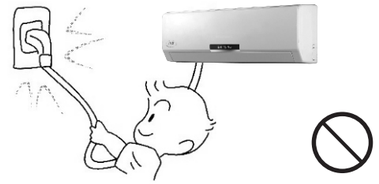
READ THESE SAFETY WARNINGS COMPLETELY PRIOR TO ANY USE

	Ground connection
	Disconnect the plug

	Forbidden
	Imperative

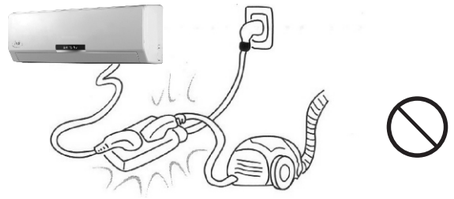
These precautions are essential and must be strictly observed.

DO NOT draw on the power cord or refrigeration lines. Install them in secured positions. PVC line set cover is recommended to protect against rain and sunlight and other potential damage.

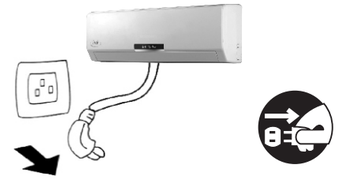


DO NOT blow the cold air directly towards people for prolonged period. Otherwise, people may get cold.

DO NOT undersize wires. Do not connect several circuits to one breaker. Don't undersize or oversize circuit breaker, otherwise power failure or fire may be caused.



DO NOT wire or open unit while unit is running. Make sure to shut off all circuits prior to inspecting or servicing the unit. Sparks or fire may occur. It may cause a shock to people.



DO NOT pull on the power cord or refrigeration lines. Install them in a secured position. A line set PVC cover is recommended.

DO NOT install the unit in places where there is exposure to flammable materials or gas.

DO NOT use wire or circuit breakers that do not meet electrical safety standards. Several circuits shall be connected to one breaker.

DO NOT install unit in a damp laundry room or near flammable gas. All units must be protected by certified electrical circuit breakers in accordance with all safety codes.

DO NOT use the unit in cool or dry mode for prolonged periods where humidity is higher than 90%.

DO NOT install the indoor unit close to cooking surfaces or ventilation systems. Poor placement could decrease efficiency and waste energy.

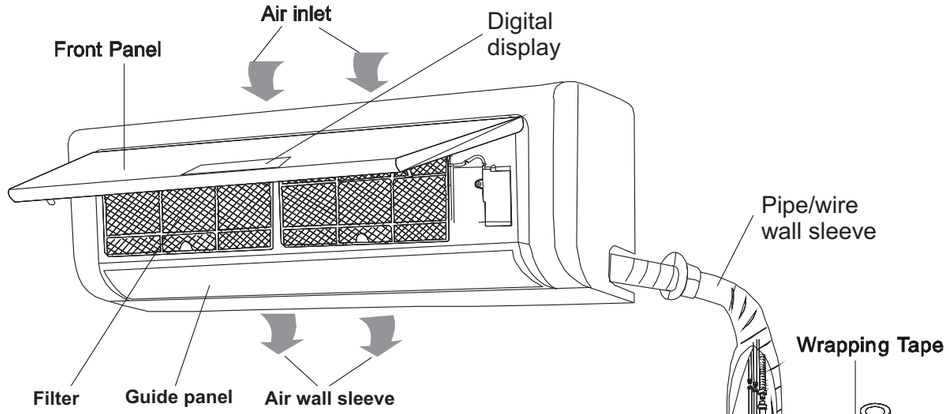
DO NOT apply chemical solvents, flammable insecticides, or abrasive materials on unit. Clean the unit only with a soft dry cloth.

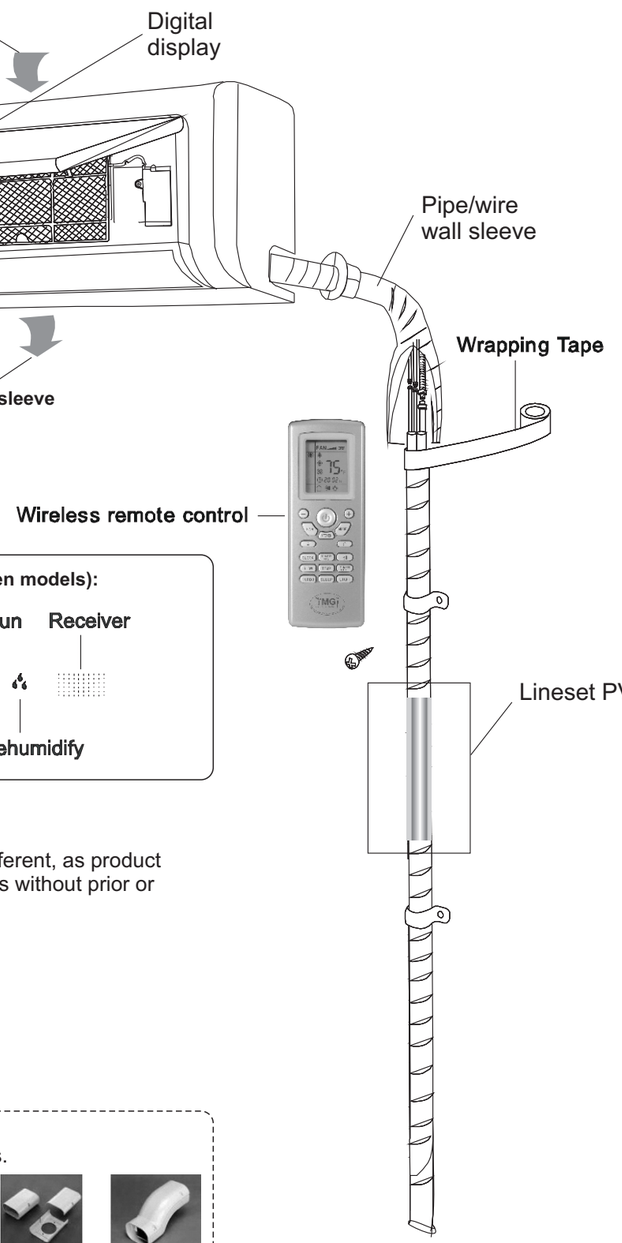
DO NOT continue to operate the unit if there is any abnormal odor, burning, scorching, or smoke. Stop unit operation and disconnect electrical power to the unit immediately, and call your technician.

DO NOT use the system for anything other than what it was designed for or any non-HVAC purposes. Do not store or install them near food, paint, or other chemicals.

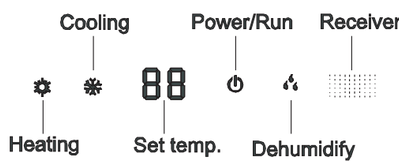
DO NOT operate the unit for prolonged periods without refreshing ambient air. Open the door or window periodically to bring in fresh air if possible.

INDOOR UNIT DIAGRAM





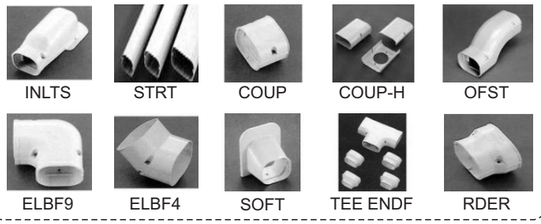
Display icon (May vary open models):



Notes:
Unit or part appearance may look different, as product develops and/or engineering changes without prior or further notice.

LINESET COVERS

⚠CAUTION Not to damage line sets.



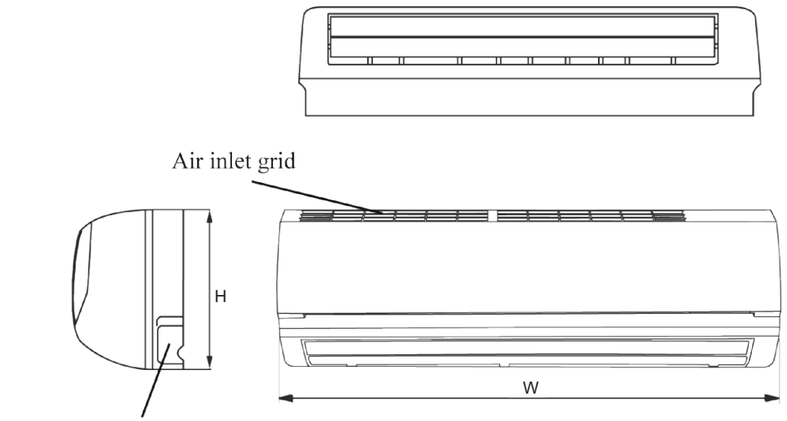
SPEC SHEET

Items	Unit / Conditions	WMMS-09EW-V2B(59)2	WMMS-12EW-V2B(59)2	WMMS-18EW-V2B(59)2	WMMS-24EW-V2B(59)2
Power Supply	Voltage/Ph/Hz	208-230/1/60	208-230/1/60	208-230/1/60	208-230/1/60
	Allowed Voltage Range	187-253V	187-253V	187-253V	187-253V
Cooling Capacity (Btu/h)	High/Standard/Low	12000/9000/4400	14000/12000/4500	21500/17000/6800	26500/22800/9600
Heating Capacity (Btu/h)	Max./Min.	12500/3400	14500/3800	22500/9500	28500/9800
	ID 70/60, OD 47/43F	9500	13000	18700	27400
	ID 70/60, OD 17/15F	8800	11600	16600	23600
	ID 70/60, OD 17/5F	8000	9100	13800	20600
SEER	Btu/h.W	22-16	20-16	18-16	18-16
HSPF	Btu/h.W	9.8-8.2	9.6-8.2	10.2-8.2	10.2-8.2
Duhumidifying Capacity	Pints/Hr.	1.7	2.96	3.8	5.28
Air Flow (CFM)	High/Medium/Low	300/253/218	330/253/218	780/650/550	800/700/600
Air-throw (Ft.)	Horizontal Installation	35-30 Upon Mounting Height/Speed/Temp.			
External Static Pressure	Water In.	0	0	0	0
Sound Level	Pressure dB(A) (H/M/L)	34/30/26	36/32/26	45/42/40	48/46/44
	Power dB(A) (H/M/L)	44/40/36	46/42/36	55/52/50	58/56/54
Fan Motor	Model	FN20T-PG	FN20T-PG	FN20W-PG	FN25B-PG
	Shaft	Single	Single	Single	Single
	Speed (RMP, H/M/L)	1050/980/920	1050/980/920	1200/1050/900	1150/1000/850
	Output (W)	20	20	20	35
	RLA (AMP)	0.2	0.2	0.25	0.45
	Capacitor (uF)	1	1	1.5	2.5
Fan Wheel	Type-Piece	Cross Flow-1	Cross Flow-1	Cross Flow-1	Cross Flow-1
	Diameter x Width (In.)	ϕ3.6 x 25.4	ϕ3.6 x25.4	ϕ3.9 x 28	ϕ3.9 x 30
Swing/Step Motor	Model	MP24AA	MP24AA	MP28VB	MP35XX
	Piece	2	2	2	2
	Output (W)	2.4	2.4	2	2
Input Power of Ele. Heater	Type-W	NA	NA	NA	NA
Electrical Protection Fuse	PCB / Transformer	T3.15A 250V / 0.2A			
Evaporator Coil	Type	Alu. Fin/Inner Grooved Copper Tube			
	Color	Blue	Blue	Blue	Blue
Copper Line Connections	Sealed by Dry Nitrogen	Yes	Yes	Yes	Yes
	Flare/Nut-Liuqid + Gas	1/4" + 3/8"	1/4" + 3/8"	1/4" + 1/2"	1/4" + 5/8"
Drain Hose Connection	OD (In.)	0.67	0.67	0.67	0.67
Condensate Pump	Installed-Lift (In.)	NA	NA	NA	NA
Refrigerant Environmental Friendly	R410A	Yes	Yes	Yes	Yes
Filter	Type-Feature	Standard-Washable	Standard-Washable	Standard-Washable	Standard-Washable
	Qty.	2	2	2	2
Clean Coil Surface	Anti-Mildew Function	Yes	Yes	Yes	Yes
Pre-heating Function	Anti-Cold Blowing	Yes	Yes	Yes	Yes
Memory of Previous Set-ups	Power is Lost/Resumed	Yes	Yes	Yes	Yes
Auto-Restart Function	If Power is Resumed	Yes	Yes	Yes	Yes
Unit Dimensions	Net WxHxD (In.)	30.3 x 9.8 x 7.5	32.7 x 11.2 x 7.9	37 x 11.7 x 7.9	39.7 x 12.4 x 7.9
	Package WxHxD (In.)	33.7 x 13.0 x 10.4	35.7 x 15.2 x 10.7	39.8 x 15.0 x 11.2	42.2 x 15.6 x 12.3
Unit Weight	Net (LBs)	18.7	24.3	28.6	35.2
	Packaged (LBs)	27.5	30.8	37.4	46.3
Loading Capacity	20'/40'/40'HQ	378/792/890	240/480/540	207/431/488	200/410/450

Note: The above data are subject to change without prior notice.

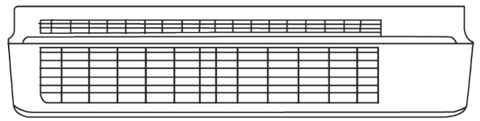
UNIT DIMENSIONS, MOUNTING BRACKET CLEARENCE

UNIT DIMENSIONS

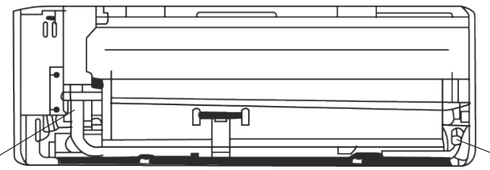


Model	W	H	D
09K	30.3	9.8	7.5
12K	32.7	11.2	7.9
18K	40.2	12.2	9.0
24K	39.7	12.4	8.6

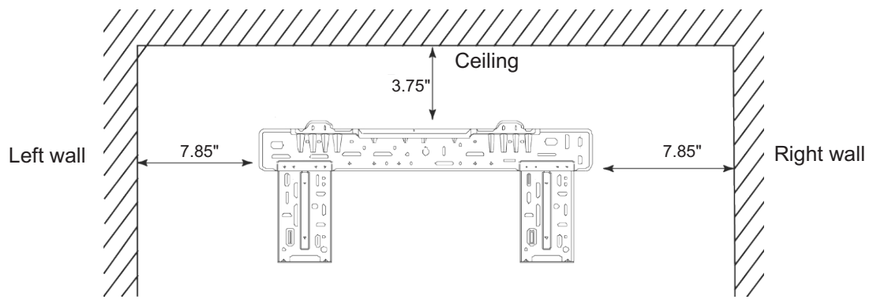
Top view diagram



Back view



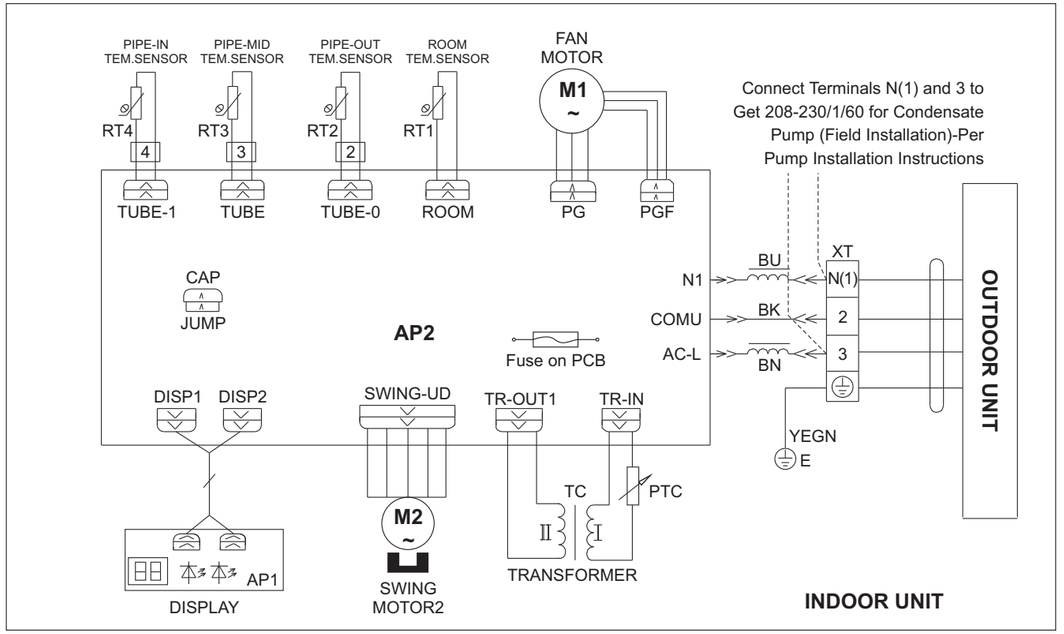
MOUNTING BRACKET CLEARENCE



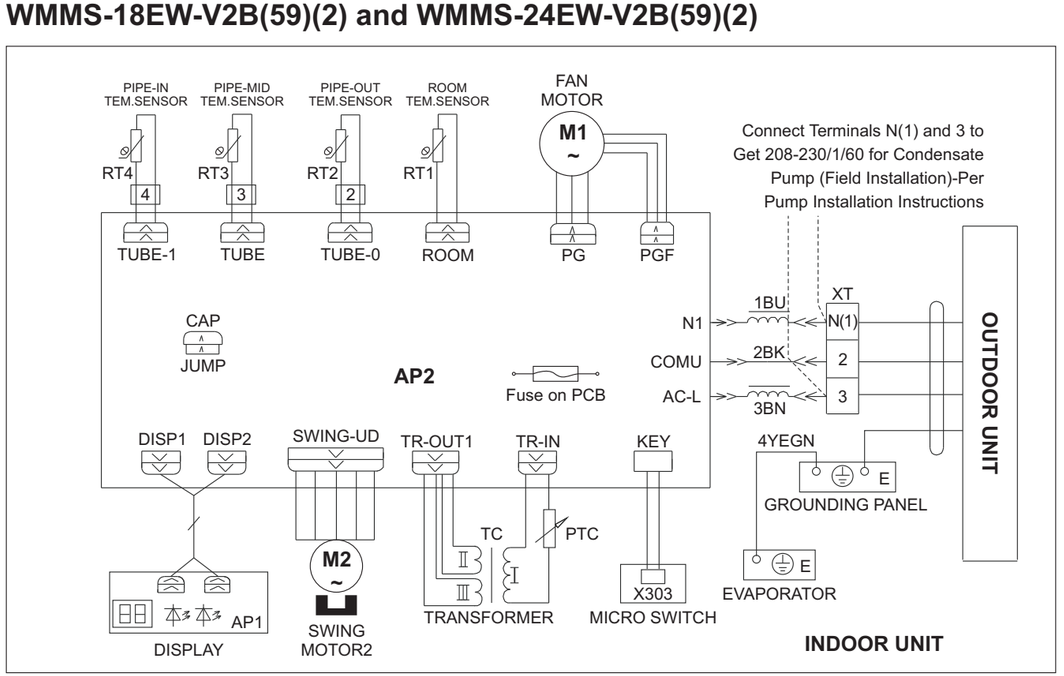
Note: Actual unit/part may appear differently from what are illustrated above.

WIRING DIAGRAMS

WMMS-09EW-V2B(59)(2) and WMMS-12EW-V2B(59)(2)



WMMS-18EW-V2B(59)(2) and WMMS-24EW-V2B(59)(2)



These circuit diagrams are subject to change without notice, please refer to the one supplied with the unit.

RECOMMENDED TOOLS FOR INSTALLATION

1) Mounting Indoor & Outdoor Units and Running Piping/Wiring

Ruler (Not Shown)
Stud-Finder
Dry-Wall Saw
Electric Drill
3" Hole Saw
Drill Extension
Hammer Drill and Bit (Not Shown)
Measuring Tape
Level
Flash Light
Screw Driver (Phillps and Flat)
Hammer
Knife
Scissors
Goggled Glass
Mask
Gloves
Ladder

2) Refrigeration Related Work

Flat Surface Wrentch (Two)
Flare-Nut Tool Set (Not Shown)
Hex Head Key Set
Torch for AC Application (Not Shown)
Heat Absorbtion Flux
Nitrogen (Not Shown)
Soap Bubble (Not Shown)
Vacuum Pump
Helium Leakage Check (Not Shown)
Manifold

3) Electrical Related Installation

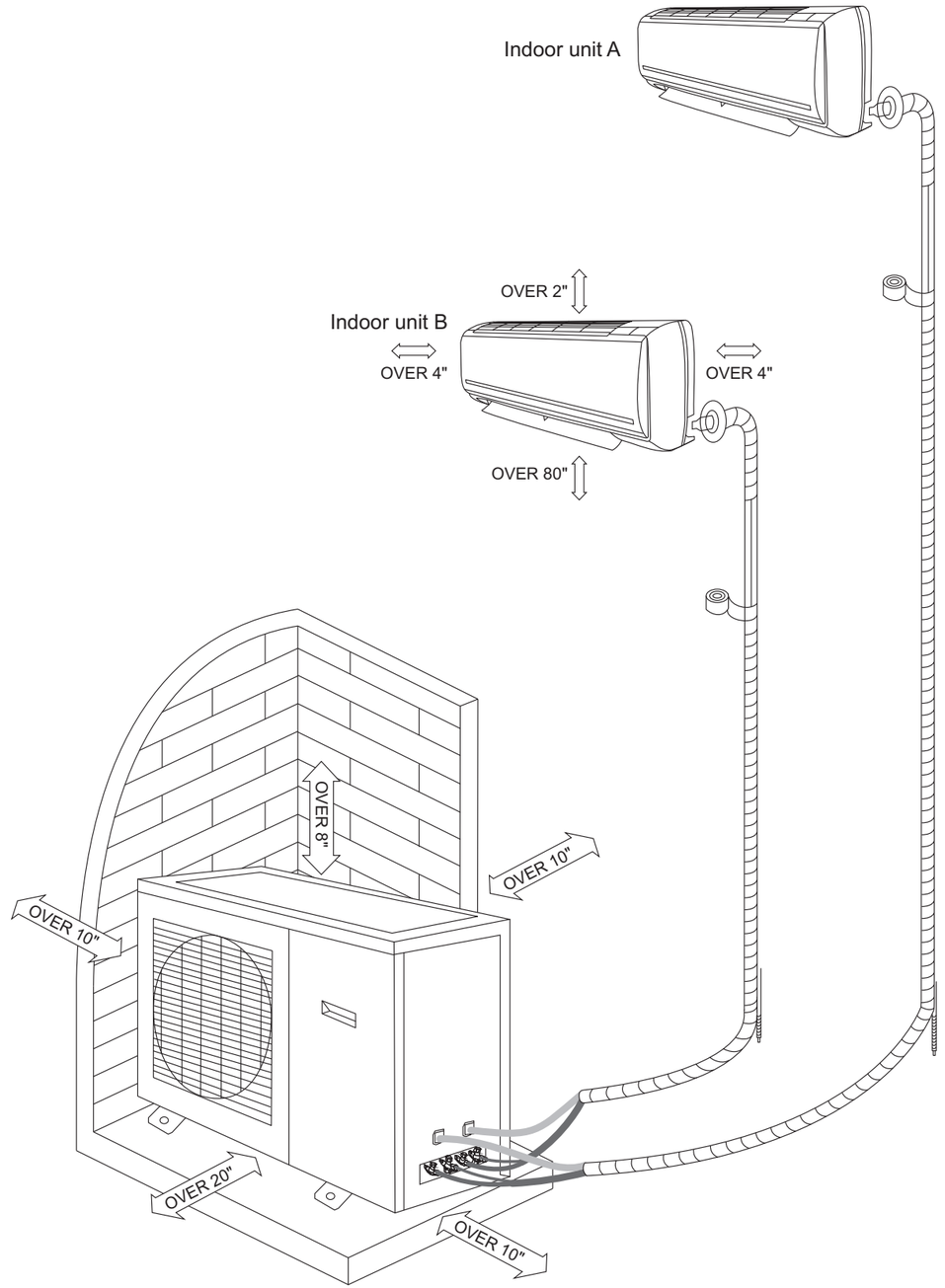
Wire Cutter
Wire Stripper
Sharp Plier
Cable Ties
Black Tape for Electrical Use
lectrical Meter

4) Trial Running Units and Inspection

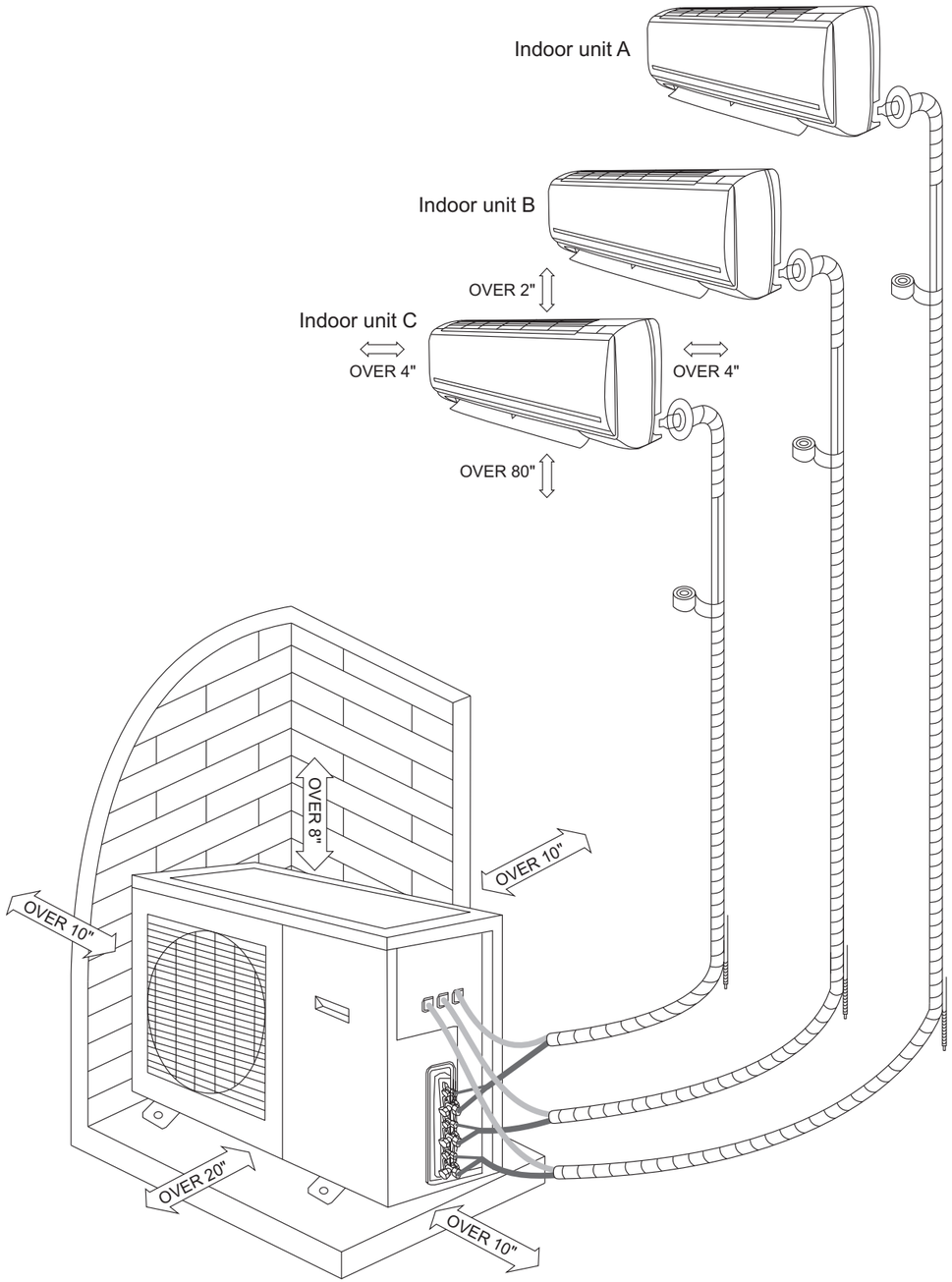
Clamp Meter (Not Shown)
Manifold
Infra Thermometer (Not Shown)

SYSTEM LAYOUT & INSTALLATION CLEARANCE

CLEARANCE REQUIRED AROUND UNITS-DUAL ZONE-2

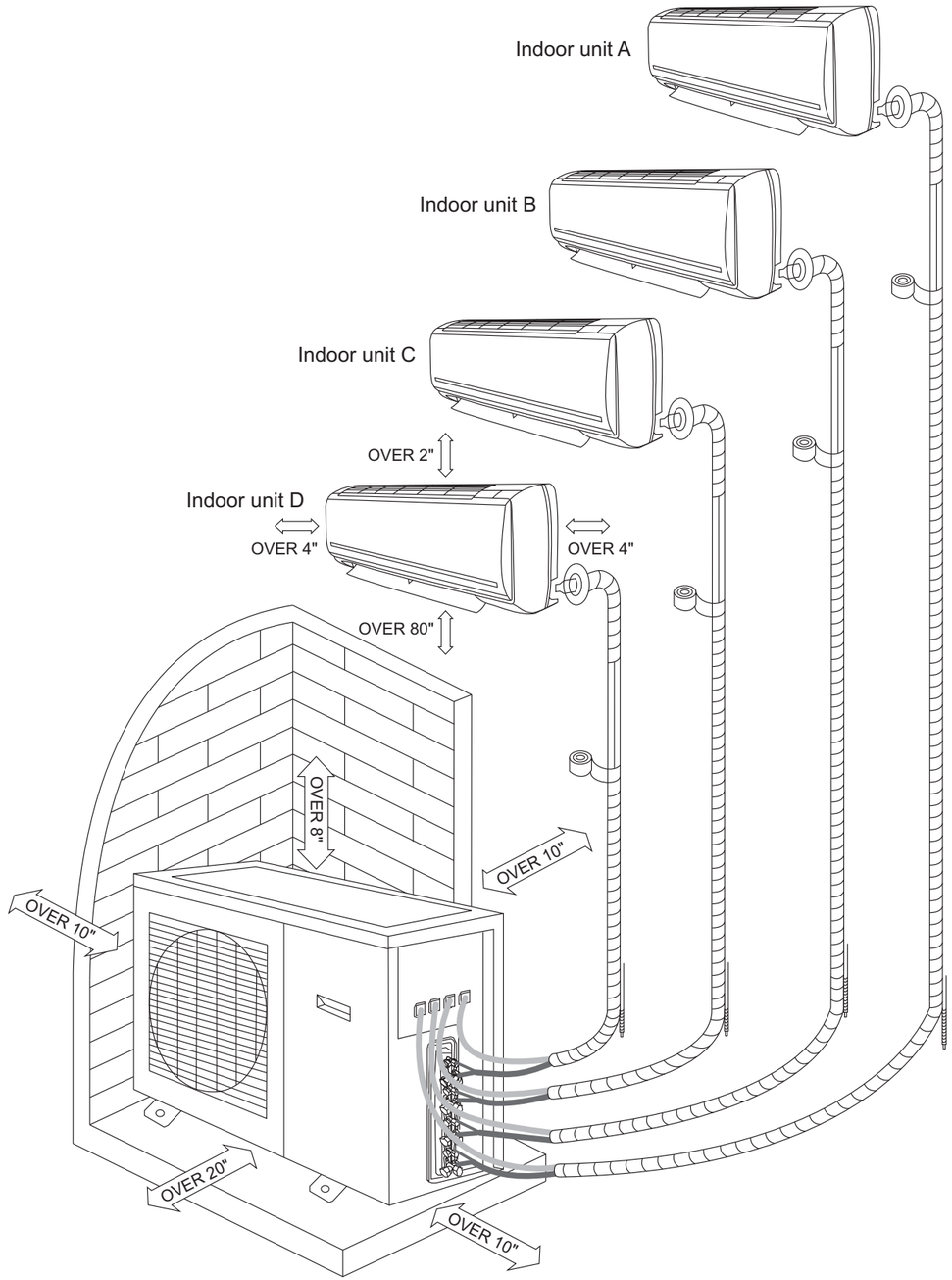


CLEARANCE REQUIRED AROUND UNITS-TRIPLE ZONE-3



SYSTEM LAYOUT & INSTALLATION CLEARANCE

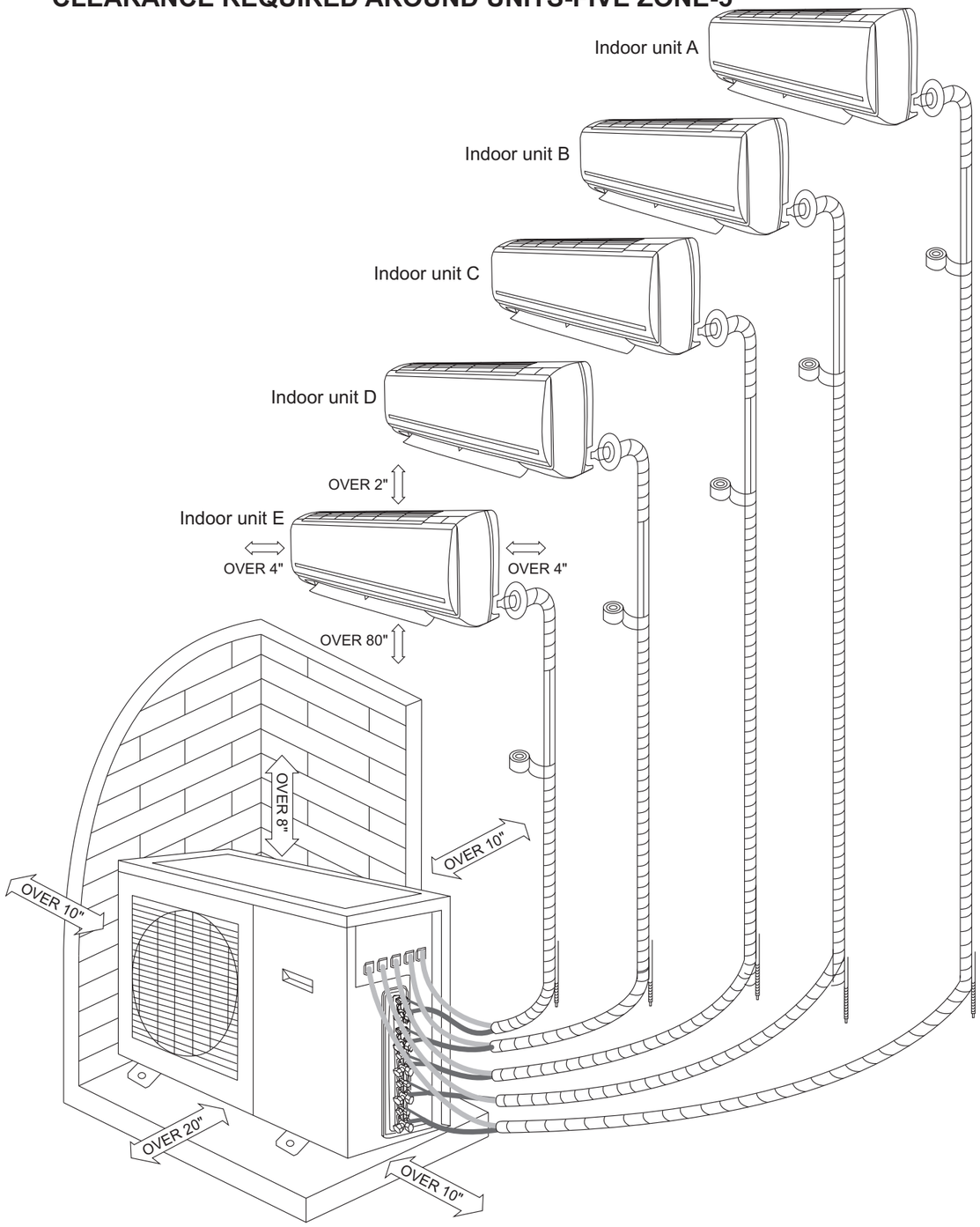
CLEARANCE REQUIRED AROUND UNITS-QUAD ZONE-4



INSTALLER'S INSTRUCTION

SYSTEM LAYOUT & INSTALLATION CLEARANCE

CLEARANCE REQUIRED AROUND UNITS-FIVE ZONE-5



INSTALLATION-LOCATION SELECTIONS

⚠ CAUTION **All Units Shall Be Installed by Licensed Contractor or Technician.**

⚠ CAUTION **Read Manuals before Installation.**

* The location and structure shall also be convenient for both installation and service.
* The location shall NOT be where discharge air and noise could bother your neighbor.
* The location shall NOT be somewhere drain may cause any damage to property or bother the neighbor.
* The location shall NOT be somewhere brazing work may cause fire or smoke to the materials around.
* The location shall NOT be somewhere near flammable gases.
* The location shall NOT be in or close to corrosive gases.
* The location shall NOT be somewhere children can access.

⚠ CAUTION & SUGGESTIONS TO FOLLOW PRIOR TO INSTALLATION

Check the unit for damage and missed parts or accessories. If damage is found or parts are found missing, call the distributor right away.

Spin fan wheels or blades to check if and make sure they can rotate freely. If fan wheel scratches with housing, call the distributor right away and do not to proceed with the installation before it is fixed.

Check the unit to make sure no foreign materials has been left in the unit.

Check all the parts and accessories that are needed other than those provided with the unit.
It is strongly recommended to only use YMGI supplied or recommended parts and accessories.

Be sure a properly sized circuit breaker is for the electric power to the units.

Pre-build the support platform on the ground or bracket for the wall before or during construction and before installation. Refer to the table below for footprint dimensions.

Read installation instructions of all units thoroughly.

Ask rep./distributor/us anything you are not sure about.

Get your tools and parts ready for installation.

BASIC REQUIREMENTS FOR INSTALLING POSITION

Installing in the following places may cause unit malfunction. If for some reason it is unavoidable, please contact the YMGI technical support before installing the unit.

* Place where strong heat sources, vapors, flammable gas or volatile objects are emitted.
* Place where high-frequency waves are generated by radio equipment, welders and medical equipment.
* Place where a lot of salinities such as coastal areas.
* Place where oil (machine oil) is contained in the air.
* Place where Sulfur gas is present such as areas close to hot springs.
* Other place with special circumstance.

SELECTION OF INDOOR UNIT INSTALLING POSITION

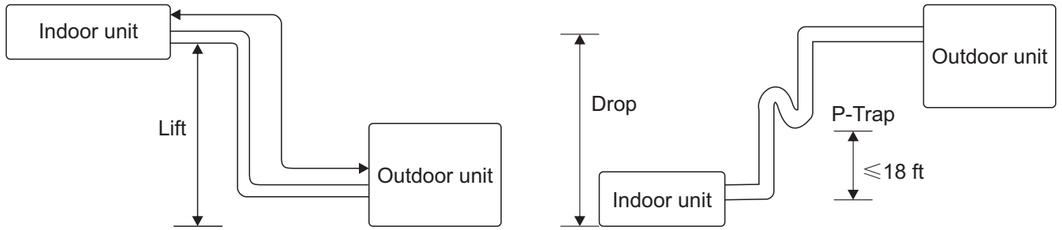
1) The air inlet and outlet vent should be far from the obstruction, make sure that the air can be blown through the whole room.
2) Select a position where the condensing water can be easily drained out, and the place is easily connected for outdoor unit.
3) Select a location where children can not reach.
4) Select a location that is strong enough to support the full weight of the unit and the vibration so as not to increase room noise while the unit is running.
5) Be sure to leave enough space to allow access for routine maintenance. The height of the installed location should be 98.43 in or more from the floor.
6) Select a place about 1m or more away from TVset or any other electric appliances.
7) Select a place where the filter can be easily taken out.
8) Make sure that the indoor unit is installed with accordance with the dimension diagram.

PIPING AND WIRING SIZES-UNITS

Unit	Connection Copper Pipe Sizes	Min/Max.Length +/- Elevation	Wires from Outdoor to Indoor Unit	Mini. Wire Size Outdoor-Indoor Units	Fuse Is Factory Installed
09K	1/4+3/8"	15/50/30/15	N(1)/2/3/G	18AWG	At Indoor Control Board
12K	1/4+1/2"	15/50/30/15	N(1)/2/3/G	18AWG	At Indoor Control Board
18K	1/4+1/2"	15/75/30/15	N(1)/2/3/G	16AWG	At Indoor Control Board
24K	1/4+5/8"	15/75/30/15	N(1)/2/3/G	16AWG	At Indoor Control Board

LENGTH AND ELEVATION LIMIT OF INSTALLATION

* Either the indoor unit or the outdoor unit can be higher, but the height difference must follow with the stated requirements.
* Try to reduce the bending of the piping line as much as possible so as to avoid possible negative impacts upon the performances of the units.
* Make P-trap if elevation drop difference is more than 25", as illustrated below.



Refrigerant Pipe Min/Max. Length, Rise and Drop Height

1,000 Btu/h	Min. Length (Ft.)	Max. Length (Ft.)	Max. Rise Height (Ft.)	Max. Drop Height (Ft.)
09-12	15	50	20	28
18-24	15	75	25	35
30-36	15	100	35	50

INSTALLATION-INDOOR UNITS

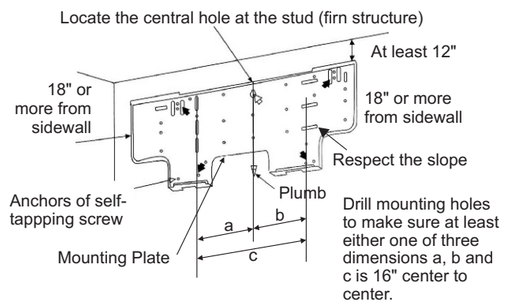
INSTALL WALL MOUNT PLATE

* Check unit to make sure the unit is in good shape and ready to install.
* Check to make sure the installation location is firm enough to hold the weight of the whole unit and is convenient to install, maintain, service and close to the indoor unit but not causing noise or airflow issues to neighbors.
* Install Indoor unit. Enough anchor bolts/nuts shall be used to secure mounting plates for indoor units. Brackets should be at level position.

Install Mounting Plate and Drill Hole for Combination of Copper Line/Wire Cable/Drain Hose

NOTES:
Anchors must be put into the holes, where the solid arrows are pointing, as shown above, to secure the mounting plate firmly and to hold the weight of indoor unit. If more screws/anchors are to be used, make sure to keep the two holes close to each other, at least 2 inches apart.

Mounting plate should be attached to the structural part of the wall. Minimum clearance, as shown below, is required in order to ensure proper airflow and enough service room.


Locate the central hole at the stud (firn structure)
At least 12"
18" or more from sidewall
18" or more from sidewall
Respect the slope
Plumb
Anchors of self-tappping screw
Mounting Plate
a
b
c
Drill mounting holes to make sure at least either one of three dimensions a, b and c is 16" center to center.

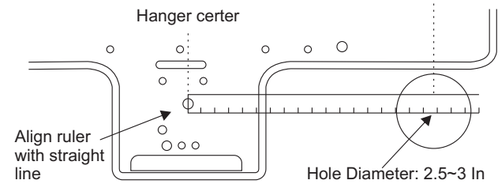
Steps To Mount Plate:

* Mark drill positions. At least 4 anchor holes, one at each perimeter corner of the plate are needed to secure the plate, where the bold arrows are pointing, as shown in the picture above. Refer to the specification sheet for unit weight so that enough anchors are installed at proper positions.
* Pre-drill guiding holes where are marked for anchors or screws on the wall
* Confirm the position of the holes and finish drilling to the depth needed for anchors (NOT for screws)
* Align mounting plate holes with those holes drilled on the wall and put anchors or screws into the holes to secure mounting plate.

INSTALLATION-INDOOR UNITS

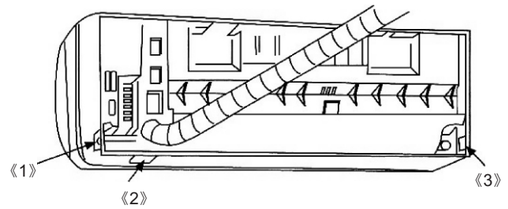
DRILL 3IN HOLE FOR PIPING/WIRING/DRAIN

- Locate the center where the hole will need to be drilled.
- Drill the holes of 2.5-3Inch diameter. A down pitch about 1/4" per foot, as illustrated below, is needed for the hole, in order to drain the condensate properly.



PREPARE INDOOR UNIT- COPPER LINE SET/DRAIN HOSE

- If pipes need to come out of the right side (facing the front of indoor unit) of the indoor unit, snap off portion《1》on plastic casing.
- If pipes need to come out of the bottom side (facing the front of indoor unit) of the indoor unit, snap off portion《2》on plastic casing.
- If pipes need to come out of the left side (facing the front of indoor unit) of the indoor unit, snap off portion《3》on plastic casing.



PREPARE INDOOR UNIT- COPPER LINE SET/DRAIN HOSE

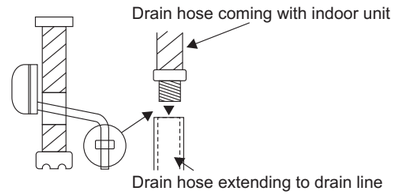
* If pipes need to be rerouted to a different direction from the one preset at factory (towards left side, if facing the front cover of indoor unit), lay down the indoor unit on soft cushion or foam. Don't rub the plastic casing.
* In order to keep from damaging the pipes, need to bend the copper tubing set gently and slowly (finish bending no less than 10 seconds/90 degree), by holding at the root of the original 90 degree bend nicely and firmly. Don't rub two copper lines during bending. Better to cut off the insulation and bend the two pipes one by one, not two together.
* If pipes need to come out of the rear side (facing the front of indoor unit) of the indoor unit, no need to snap off anything.

Slice the insulation before bending.

Hold the 90 degree bend root, bend one tube one time, slowly, no quicker than 10 seconds/ 90 degree bend.

INSTALL DRAIN PIPE AT INDOOR

- The drain hose must be placed beneath the copper pipes and MUST NOT be hunched or bended sharply.
- Do not pull the drain hose too hard, otherwise it may break.
- Before passing drain hose through the hold, wrap with insulation to keep from possible damage.
- The copper pipe and the drain hose must be wrapped by piping wrap.
- Insulation pad (underlay) should be used where the pipe contacts the wall.

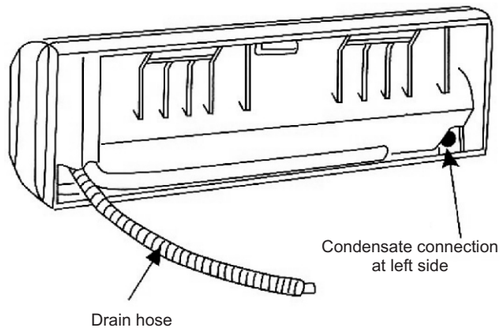


INSTALLATION-INDOOR UNITS

REFIT DRAIN HOSE FROM THE RIGHT TO THE LEFT SIDE

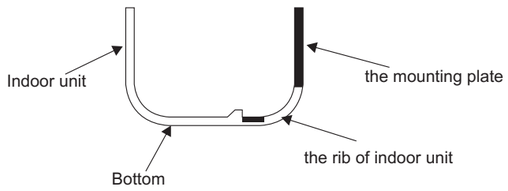
* If drain hose needs to be refitted from the original position (right side) to left side of the indoor unit, careful handing is very necessary.
* Refitting method: remove the drain hose from original position, without breaking hose. Unplug the plug at the left side. Apply water-resistant glue to fit the drain hose and the fitting before securing it.
* Apply water-resistant glue onto the plug and fit it back into the condensate connection at right side.

NOTES: May use some sort of clamp to double secure connections.



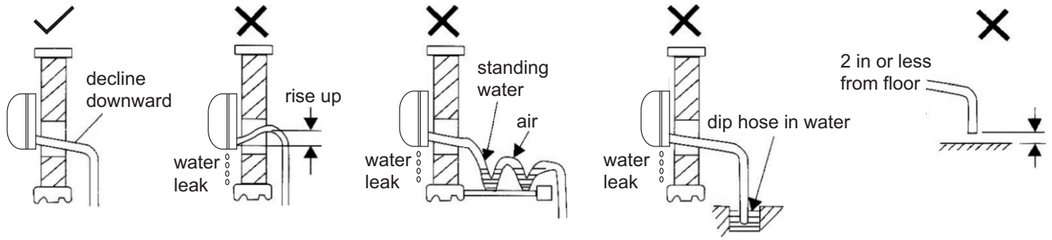
HANG INDOOR UNIT

* Run copper set/wire cables/drain hose through the wall hole and hang the indoor unit onto the mounting plate (place the hook on the mounting plate into the hanging rib at rear side of plastic casing).
* Snap the plastic casing bottom into the mounting plate, gently .



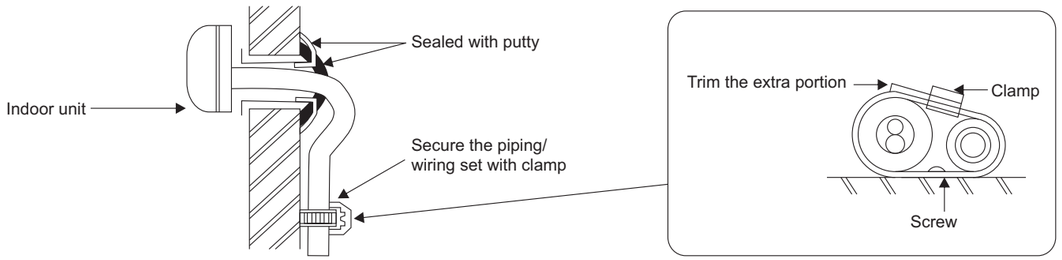
SHAPE THE DRAIN HOSE

* To drain the condensate easily, the drain hose should be inclined downward (pitched towards drain direction 1/4" per foot).
* Figures below from the 2nd to 5th show some incorrect practices.
* Drain hose may be extended using the hose coming with the installation list.



STUFF AND SEAL THE HOLE FOR COPPER LINE SET/WIRE CABLE/DRAIN HOSE

* Use putty to seal the wall hole.
* Use clamp (pipe fastener) to secure the pipe at specified position.



CONNECT REFRIGERANT PIPES BETWEEN INDOOR AND OUTDOOR UNITS

Firstly, connect copper tubes at indoor unit. Bend pipes by tools but not by hands. Extra length is needed for future service.

REFRIGERANT PIPES:

For distance other than 25' between indoor and horizontal venting condensing units, refer to the following table for copper sizes.

Refrigerant Valve and Pipe Size/Length

K Btu/h	Valve Size Liq, Gas	Line Sizes at Different Length 15-30ft	31-60ft
09	1/4", 3/8"	1/4", 3/8"	1/4", 3/8"
12	1/4", 3/8"	1/4", 3/8"	1/4", 3/8"
18	1/4", 1/2"	1/4", 1/2"	1/4", 1/2"
24	1/4", 5/8"	1/4", 5/8"	3/8", 5/8"

CUT REFRIGERANT PIPE:

Make sure the pipe section where is to be cut is straight and smooth. Apply cutting blade straightly perpendicular to the pipe surface. Don't cut too fast or too hard. Turn and tighten the tube cutter slowly. Remove residual left and de-bur at the cutting edge. The cutting edge should be clear and clean and smooth.

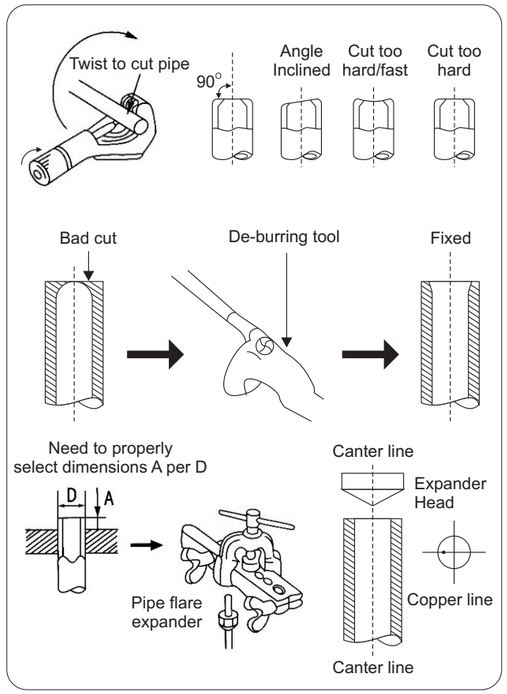
CONNECT REFRIGERANT PIPES

Refrigerant Pipe Length and Height

1,000 Btu/h	Length (Ft.)	Height (Ft.)
09	23	3.82
12	24.3	3.6
18	31.4	3.8
24	50	5.0

Running Interconnection Refrigerant Lines:

Use clean refrigeration grade of copper pipe only. Keep the copper lines from kinking and transmitting noise to walls, cabinets, etc. Pipe length not to exceed 150', elevation not to exceed 35. Insulate both the liquid and gas copper lines with at least 3/8" thick insulation tubes. Band and tape and secure refrigerant lines. Support copper lines at proper distance apart to keep tubes from sagging.

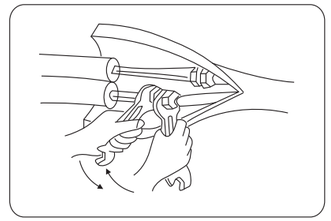


Connect Copper Pipes-Flare/nut Connection at Both Indoor and Outdoor Units

Proper torque shall be applied to make good connection at female nut, flare and male nut, as recommended in the following table. Too much torque may damage and break flare/nut seal. Too less torque may not ensure a good seal. ALWAYS use a pair of wrenches.

Refrigerant Pipe Flare/Nut Connection Tightening Torque

Flare Nut	Tightening Torque
1/4-3/8"	25 Ft. LBs (350 Kgf.cm)
1/4-1/2"	40 Ft. LBs (560 Kgf.cm)
1/2-3/4"	60 Ft. LBs (840 Kgf.cm)
7/8-1 1/8"	110Ft. LBs (1540 Kgf.cm)

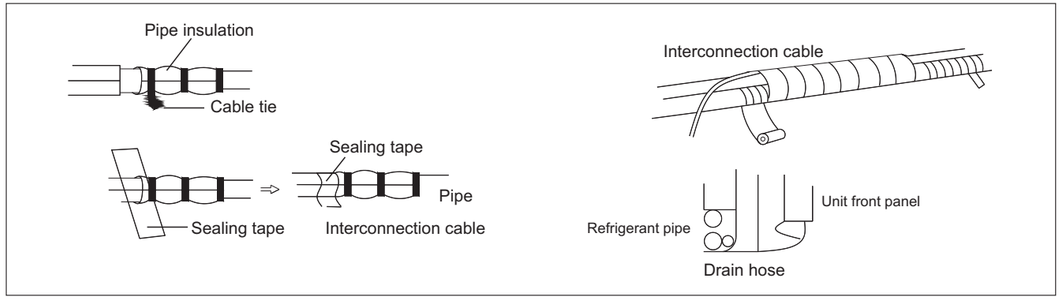


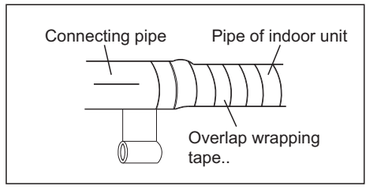
Connect Copper Pipes-Sweat Connection

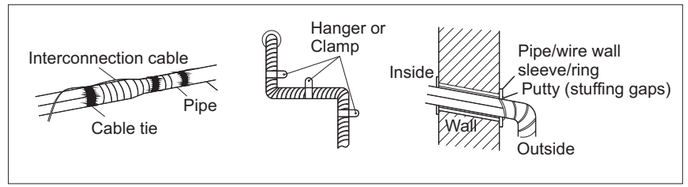
In this case, put wet rag to protect valves or other components from being overheated. When using flux, rub the tube surface using steel wool to shine and clean to dry as so to keep the system from any possible contamination.

CONNECT REFRIGERANT PIPES BETWEEN INDOOR AND OUTDOOR UNITS

Seal Copper Line Set/Wire Cable/Drain Hose Line Combination

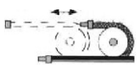
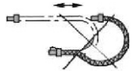






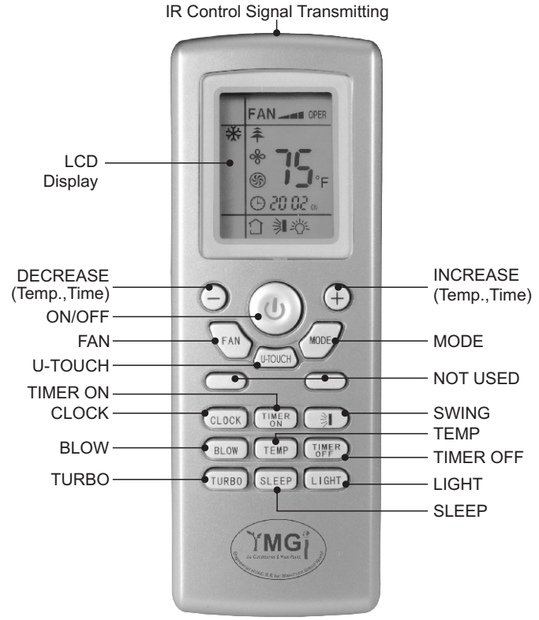
* Run cables along with the refrigerating copper line sets and secure them with tapes at 6 feet apart.
* Wrap tape closely (cover a third of the width of the wrapping tape applied early) to ensure good sealing.
* Tape and seal the end of wrapping tape.
* Shape the pipe combination gently, without causing kinking, sharp bending, or other damage to it.
* Fix the pipe combination securely on the external wall with proper clamps, at 6 feet apart.
* Fill the gap between the wall hole and wall sleeve with putty to keep from rain or dust entering inside.

PIPING GUIDE

Set the packed pipes vertically and then unwinding slowly.			Don't unwind only one end of the coiled pipes.
Use pulley to keep the safe bending radius..			Don't make sharp or small radius bending.
May also use rolling wheel to reduce internal pipe tension and avoid possible deformation.			Don't bend too long pipe without tools.
Use elbow tool to keep bending radius.			Don't make less than 90 degree bend.
Keep minimum bending radius..			Don't bend shot pipes.

REMOTE CONTROL-BUTTON NAME & FUNCTIONS

NOTE1: This is a general use remote control. That can be used for numerous air conditioning model numbers. There may be some buttons on the remote that are not for use with the unit purchased. When these buttons are pressed you may hear a beep sound emitted from the remote. This will not affect the unit status.
NOTE2: Be sure there are no obstructions between the indoor unit and the remote control. Do not drop or allow any liquids near the remote. Do not place the remote in direct sunlight or any place that can become very hot.



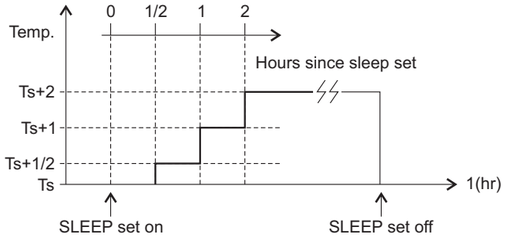
"ON/OFF" BUTTON: Press this button to turn the unit on. Press once more to turn the unit off. When turning the unit ON/OFF, the TIMER, and SLEEP functions will be canceled. The preset time will remain.

"MODE" BUTTON: By pressing this button you can choose what mode you would like the unit to run in. When the remote is first turned on the mode displayed will be the AUTO mode. The temperature cannot be adjusted in this mode and will not display on the indoor unit. This is a factory preset temperature of 78°F. While the unit is in AUTO mode if the room temperature drops below the factory set temp of 78°F then the unit will run in HEAT mode until that temperature is satisfied. If the room temperature rises above the set temp of 78°F then the unit will run in COOL mode until the room temperature is satisfied. The unit itself will determine what mode to run in order to maintain the temperature of 78°F.Under HEAT mode the initial set temp will be 82°F (28OC). Under other mode the initial set temp will be 77°F.

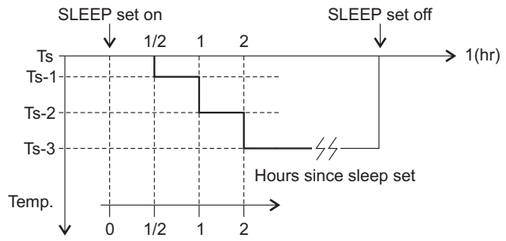
AUTO
COOL
DRY
FAN
HEAT
(only for cooling and heating unit)

"SLEEP" BUTTON: This function will increase or decrease the set temp depending on what mode the unit is running in. When SLEEP mode is turned on in cooling mode the temp will automatically increase 0.5 to 1.0 degree once every half to one hour for several times over a period of 2 hours and remain at that temperature until SLEEP mode is turned off. When SLEEP mode is turned on in heating mode the set temp will automatically decrease 0.5 to 1.0 degree once every half to one hour for several times over a period of 2 hours and remain at that temperature until SLEEP mode is turned off. This way when the unit is SLEEP mode during cooling the fan will blow at a lower speed to accommodate for the decreased cooling load due to less activity and a lower outdoor temp. The same principle of savings is applied to heat mode.
To activate the sleep mode press the SLEEP button once. You will see a picture of a moon and stars in the lower left hand corner. To turn off the SLEEP mode simply press the button once more and the moon and stars will disappear from the remote screen.

The COOL mode SLEEP profile is as follows:



The HEAT mode SLEEP profile is as follows:



REMOTE CONTROL-BUTTON NAME & FUNCTIONS

"FAN" BUTTON: By pressing this button you can select from fan speeds AUTO→Low→Middle→High. When the unit is first powered on the default fan speed setting is AUTO. When running the unit in DRY mode the fan speed will only run in low speed.

Note: Under the Dry mode, the fan speed isn't adjustable, low fan speed is imperative.

"CLOCK" BUTTON: The time function runs on a 24 hour clock. To set the time press the clock button once. You will see a flashing clock appear on the remote. Press the "+" button to increase the time; press the "-" button to decrease the time until the desired time is set. Press the clock button once more to set the time. You will notice then, the clock symbol is not flashing.

"LIGHT" BUTTON: This allows you to turn the indoor unit display light on and off. If the light emitted by the display is bothersome simply press the LIGHT button on the remote and the display will turn off. To turn the display back on simply press the light button once more.

"BLOW" BUTTON: When the blow function is on a symbol on the remote will appear next to left hand corner of the temp. This feature when turned on, will allow the indoor fan to continue to blow even when the unit is turned off by the remote. This will aid in the quick drying of the indoor coil to help prevent any kind of mold build up due to moisture. To turn this feature off simply press the BLOW button once more till you notice the blow icon disappear from the remote display.

"TURBO" BUTTON: When you press this button you will see a symbol of a fan appear on the remote. In either heat or cooling mode when this button is pushed the compressor and or fan will blow at a higher speed to achieve set temp quicker. When the indoor unit senses that the set temp is being approached the fan speed will slow down. To turn this function off simply press the TURBO button until the fan symbol is no longer displayed on the remote.

"+" Button: By pressing this button the set temp will increase. If this button is pushed without releasing for over 2 seconds the temperature will increase more rapidly. In AUTO mode the temperature cannot be changed. The temperature range for this remote is 61°F to 86°F.

"-" Button: By pressing this button the set temp will decrease. If this button is pushed without releasing for over 2 seconds the temperature will decrease more rapidly. In AUTO mode the temperature cannot be changed. The temperature range for this remote is 61°F to 86°F.

"TEMP" Button: When the unit is first turned on the remote will display the last set temp. When the TEMP button is pushed twice the indoor unit will display the room temp for approximately 5 seconds before going back to the set temp.

TO LOCK THE REMOTE: If you would like to lock the remote from anyone changing the settings simply press the "+" and the "-" buttons simultaneously. When the remote is locked you will see an icon of a lock appear on the remote. If while the remote is locked and someone pushes a button on the remote they will see the icon of the remote flash three times. This indicates the remote is locked. To unlock the remote simply press the "-" and the "+" once more. You will know the remote is unlocked once the icon of the lock disappears from the remote screen.

SWITCH BETWEEN F° AND C°: The remote default is Fahrenheit. If you would like to switch between the remote displaying Fahrenheit and Celsius the MODE and the "-" button simultaneously while the unit is turned off.

"TIMER ON" BUTTON: This button allows you to set a time you would like the unit to turn on. The clock is a 24 hour clock. Press the TIMER ON button once and you will see the word "on" flashing next to a time displayed. By pressing either the + or the button choose the time you would like the unit to turn on. Once you have the desired time displayed on the remote press the TIMER ON button once more and the word ON will stop blinking and stay on the remote. The time you would like the unit to turn on is now set.

"TIMER OFF" BUTTON: This allows you to set the time that you would like the unit to shut off. Simply follow the above steps but this time press the TIMER OFF button instead of the TIMER ON button. When the word OFF is set on the remote screen, the time you would like the unit to turn off is now set.

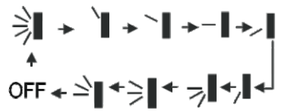
UNIT OPERATION

REMOTE CONTROL-BUTTON NAME & FUNCTIONS

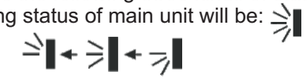
"SWING" BUTTON: Hold the swing button (symbol shown above) for more than 2 seconds and the indoor air louver will start to swing between the highest and lowest limits. Once the swing button is released the louver will stay in the last position where the button was released.
If the swing button is pushed just once the swing icon will appear on the remote and the louver will swing up and down continuously between the highest and lowest points. Push the swing button once more and the icon will disappear on the remote and the louver will remain at the last point the button was pushed.
When the unit is powered off by the remote the louver will close on the indoor unit.
Press this button to set up the desired swing angle which circularly changes as below. (Insert swing picture)

"SWING UP AND DOWN" BUTTON

Press this button, to set up swing angle, which circularly changes as below:



This is an universal use remote control. If remote control sends the following three kinds of status that the swing status of main unit will be:

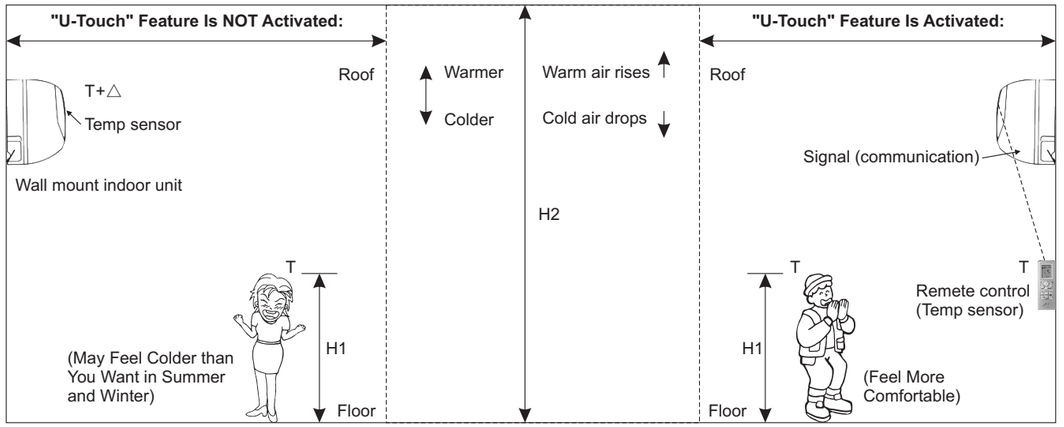


When the guide louver start to swing up and down, if turn off the Swing, the air guide louver will stop at current position.

which indicates the guide louver swings up and down between that all five positions.

"U-TOUCH" BUTTON: Since the indoor unit is normally mounted high up on the wall or attached to the ceiling, the temperature at where the return air sensor is installed inside the indoor unit is higher than what it is where the area people stand and can feel (4 to 7 feet above the floor). If the unit uses the return air temperature as its target control, people may feel colder than what they really want (target) in both cooling mode and heating mode. The facts of air stratification and warm air rising and cold air dropping require users to set up, by experiments or experience, the target temperature quite few degrees higher than what you really want , in order to reach a satisfied or more precise indoor comfort. This is a common drawback of AC/HP units made by other manufacturers. With YMGI's U-touch feature, this can be avoided and your comfort level can be improved.
When you press the U-TOUCH button on the remote control, the unit will use the temperature where the remote is located as its target temperature control. Once you do so, you will notice a figure of a person surrounded by stars appear on the remote.

Once the U-TOUCH stars appear, the remote will send a signal of the remote-local temperature to the indoor unit, and this remote-local temperature will supersede the return air temperature as the unit's target temperature. Every 10 minutes such signal will be sent from the remote to the indoor unit updating the remote-local temperature. If at any time during this process no signal is received by the indoor unit from the remote, the unit will switch back to the previously set temperature before the U-TOUCH feature is activated. To turn the U-TOUCH feature off, simply press the U-TOUCH button until you see the symbol disappear from the remote screen. By doing so, the return air temperature will take place of remote-local temperature as the unit's target temperature. U-TOUCH is what YOU WANT. U-TOUCH feature brings to you a true comfort level wherever and whenever you want.



REMOTE CONTROL-BUTTON NAME & FUNCTIONS

SYMBOL DISPLAY

When power is first applied to the unit but the power has not been turned on by the remote control, then the red power light only is displayed. When the unit has been powered on by the remote control then the running LED is lit and the current running mode symbol is displayed at the same time.

COOLING: Running symbol and cooling symbol are lit.

HEATING: Running lamp and heating symbol are lit.

DRY: Running lamp and dry lamp are lit

FAN: Running lamp and fan lamp are lit.

AUTO: Auto lamp, running lamp and actual running mode are lit.

ALPHA NUMERIC DISPLAY

* The setting temperature range for the unit is 61°C to 86°F.
* Under AUTO mode unit will display 77°F for cooling and 68°F for heating modes.

INTRODUCTION FOR SPECIAL FUNCTION

About blow function

This function indicates that there is moisture on the evaporator of the indoor unit will be blowed after the unit has stopped to avoid mold.

1) Having set blow function on: After turning off the unit by pressing ON/OFF button indoor fan will continue running for about 10 min. at low speed. In this period, press blow button to stop indoor fan directly.
2) Having set blow function off: After turning off the unit by pressing ON/OFF button, the complete unit will be off directly.

About AUTO RUN

When AUTO RUN mode is selected, the setting temperature will not be displayed on the LCD, the unit will be in accordance with the room temp. automatically to select the suitable running method and to make ambient comfortable.

* About turbo function

At the start of this function, the unit will blow at super high speed to cool or heat quickly so that the room temp. approaches the preset temp. as soon as possible.

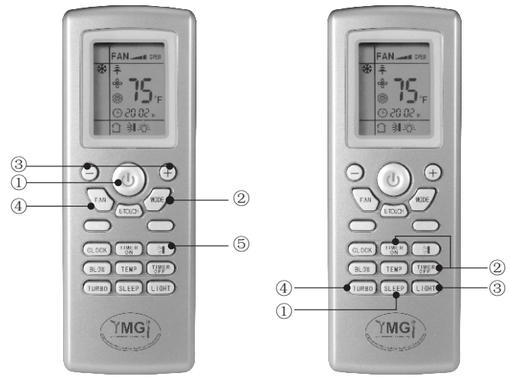
* About lock

Press +and - buttons simultaneously to lock or unlock the keyboard. If the remote controller is locked, the icon will be displayed on it, in which case, press any button, the mark will flicker for three times. If the keyboard is unlocked, the mark will disappear.

* About swing up and down

1) Press swing up and down button continuously more than 2s,the main unit will swing back and forth from up to down, and then loosen the button, the unit will stop swinging and present position of guide louver will be kept immediately.
2) Under swing up and down mode, when the status is switched from off to , if press this button again 2s later, status will switch to off status directly; if press this button again within 2s,the change of swing status will also depend on the circulation sequence stated above.

OPERATION OF REMOTE CONTROL



UNIT DEFROSTING CYCLE

While the unit is running in HEAT mode during colder weather, frost can build up on the outdoor coil. This is common on all heat pump units made by all manufactures. If the unit is running and the automatic defrost mode is enacted the indoor unit will stop running and display an H1 code. Once the defrost cycle is finished and the outdoor coil is defrosted the indoor unit will start to run again in the mode that it was last set up for.

ON DEMAND DEFROSTING

If at any time you would like the send the unit into the defrost cycle, you can choose to by turning the remote controller off and pressing the BLOW and the MODE buttons simultaneously. You will see the symbol of HI appear on the remote. To stop the defrost cycle simply press the BLOW and MODE buttons again and the H1 will disappear from the remote screen.

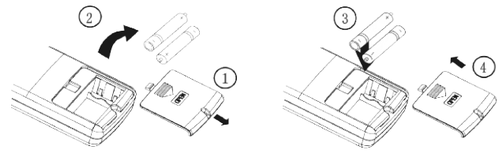
CHANGING BATTERIES AND NOTICES

1) Press slightly along the arrowhead direction to push the back cover open on remote control.
2) Take out the old batteries. (As show in figure)
3) Insert two new AAA1.5V dry batteries, and pay attention to the polarity. (As show in figure)
4) Attach the back cover of wireless remote control. (As show in figure)

NOTE:

When changing the batteries, do not use the old or different batteries, otherwise, it can cause the malfunction of the wireless remote control.

If the wireless remote control will not be used for and extended period of time, it is recommended to leave the batteries out as this could cause leakage from the batteries. This will damage the remote control.



Sketch map for changing batteries

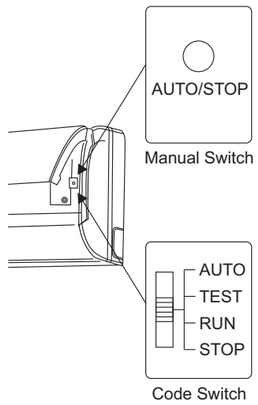
The operation should be in its receiving range.

It should be placed at where is 1m away from the TV set or stereo sound sets.

If the wireless remote control can not operate normally, please take them out, after 30s later and reinsert, if they cannot normally run, please change them.

OPERATION AT EMERGENCY

If at any time the remote control becomes damaged or lost you can switch to the manual mode on the indoor unit. This will allow the unit to run in AUTO mode only. While in AUTO mode the unit temperature cannot be switched. Contact your local service provider for instructions on replacing the remote control.



The manual switch can be operated as follow:

* At operation: When the unit has stopped running, press ON/OFF button, unit will enter into AUTO RUN mode. The microcomputer will accord to the room temperature to select the (COOL, HEAT, FAN) mode automatically, to obtain the comfortable effect.
* At stopping: When the unit is running, press the ON/OFF button of the manual switch, the unit will stop work.

The code switch can be operated as follow:

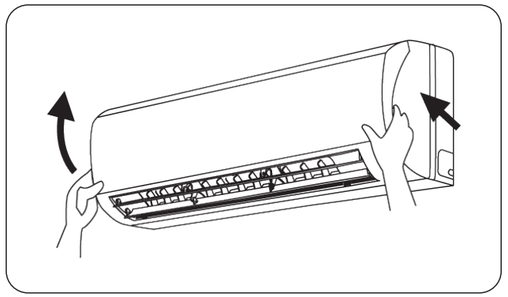
* At operation: When the unit is stopped running, adjust the code switch to AUTO, the unit will enter into AUTO RUN mode. The microcomputer will accord to the room temperature to select the (COOL, HEAT, FAN) mode automatically, to obtain the comfortable effect.
* At stopping: When the unit is running, adjusts the code switch to STOP position, the unit will stop working.

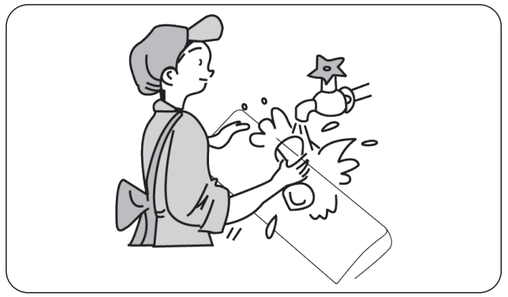
CLEAN AND CARE

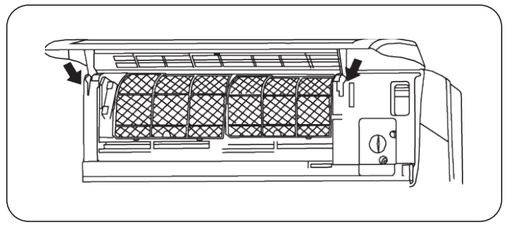
⚠ CAUTION

* Turn power off and pull out the power plug before cleaning air conditioner. Or it may cause electric shock.
* Never sprinkle water on the indoor unit for cleaning because it can cause an electric shock.
* Volatile liquid (e.g. thinner or gasoline) will damage the air conditioner. (So wipe the units with a dry soft cloth, or a cloth slightly moistened with water or cleanser.)

CLEAN THE FRONT PANEL(MAKE SURE TO TAKE IT OFF BEFORE CLEANING)







Take off the front panel

Along the direction of arrows to lift the front panel up, meanwhile to hold both slots of the front panel and take it out forcibly and then can take it off.

Washing

Clean with a soft brush, water and neutral detergent and then dry it.(Note: Before cleaning the unit, please take down the displayed box firstly, then to wash the panel, if the unit has displayed on the front panel. Never use the water above 113°F to wash the panel, or it could cause deformation or discoloration.)

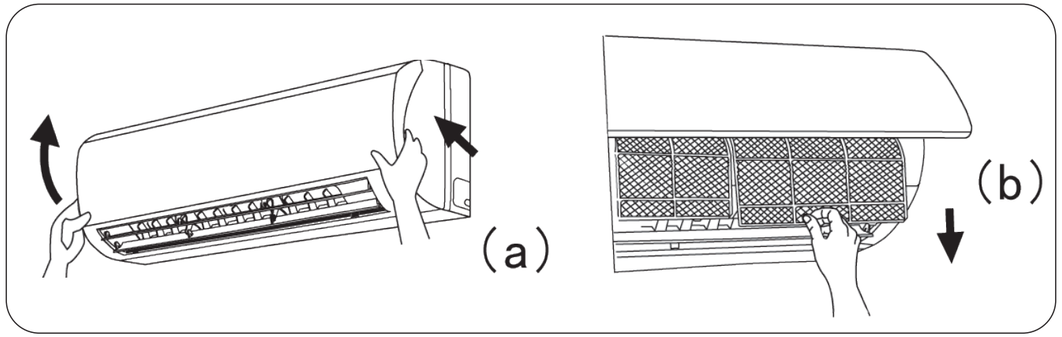
Install front panel

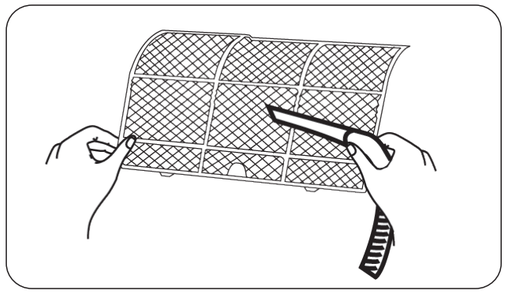
Place two supporters of the front panel into the slots, along the direction of arrows to cover and clasp the front panel. As show in right figure.

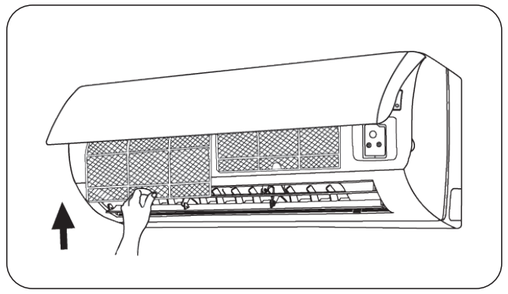
CLEAN AND CARE

CLEANING THE AIR FILTERS (RECOMMENDED ONCE EVERY THREE MONTHS)

Note: If the unit is in a dusty area, the air filters should be cleaned more often. After taking off the filter, be sure not to touch the fin on the indoor unit as this will cause injury.







To Remove the Air Filter

By holding onto the bottom slot of the air filter slightly push the filter in an upward motion at a slight angle and pull downward carefully.

Cleaning

To clean the dust adhering to the filters, you can either use a vacuum cleaner, or wash them with warm water. the neutral detergent water should be below 113°F when the filters are very dirty and dry in the shade.When the filters are very dirty (such as oil stain), and dry it in the shade.

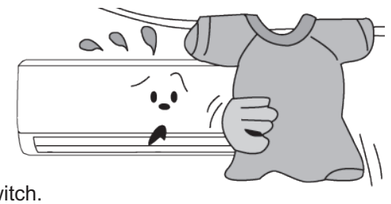
NOTE: Never use water hotter than 113°F to wash the unit or the filters as this can discoloration and/or deform the unit. Never dry the filters by fire as this can be dangerous. Always air dry the filters.

Reinsert the filters

Reinsert the filters along with the arrow head, then cover the surface panel and clasp it.

CHECKING BEFORE SEASON COMES:

1) If the unit is still connected to the correct electric power V/Ph/Hz.
2) If the unit is still securely fastened..
3) If the batteries of remote control are good.
4) If the filter is loaded and clean
5) If the intake and discharge vents are clear from any obstruction.



MAINTENANCE AFTER USING

1) Turn main power off, by disconnecting electrical power disconnect switch.
2) Clean filter and unit.
3) Cover unit to keep from dust or moisture.

PROTECTION AND ERROR CODES

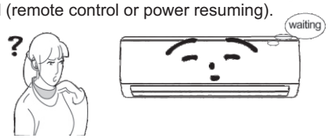
Protection and Error Code Names	Dual-8 Display	Running Lamp	Heating Lamp	Cooling Lamp
System abnormal (anti-high temp, power off, cooling overload)	H4		Blink 4 times	
Compressor overload protection	H3		Blink 3 times	
Module protection	H5		Blink 5 times	
High-pressure protection	E1	Blink once		
Anti-freeze protection power-off	E2	Blink twice		
Discharge temperature protection	E4	Blink 4 times		
Low voltage over-current protection	E5	Blink 5 times		
Mode clash	E7	Blink 7 times		
Communication malfunction	E6	Blink 6 times		
Defrost or heating oil return	H1		Blink once	
Indoor ambient temp sensor open, short circuit	F1			Blink once
Indoor unit temp sensor open, short circuit	F2			Blink twice
Outdoor ambient temp sensor open, short circuit	F3			Blink 3 times
Outdoor unit temp sensor open	F4			Blink 4 times
Outdoor unit discharge temp sensor open	F5			Blink 5 times
Fail to start up	H7		Blink 7 times	
PFC malfunction	HC		Blink 6 times	
Compressor demagnification protection	HE		Blink 14 times	
Cooling overload down frequency	F6			Blink 6 times
Unit overflow down frequency	F8			Blink 8 times
Compressor discharge down frequency	F9			Blink 9 times
Unit AC voltage decreasing down frequency	E0	Blink 10 times		
Heat anti high temp down frequency	H0		Blink 10 times	
Anti cool air protection	E9	Blink 9 times		
Cooling oil return	F7			Blink 7 times

CHECKING UNITS PRIOR TO CONTACTING YOUR TECHNICIAN

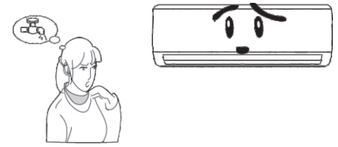
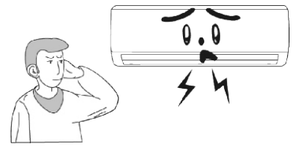
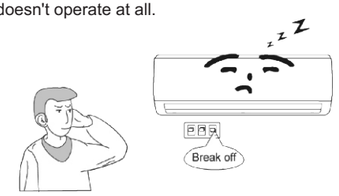
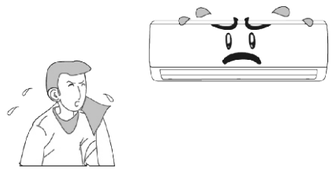
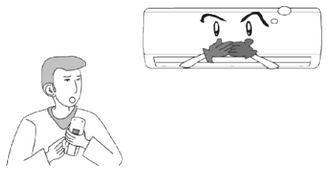
⚠ WARNING

Do not repair the air conditioner at your discretion. Incorrect repair may cause electric shock or fire, so please contact authorized service center for professional repair.

Following checks prior to contact may save your time and costs.

Phenomenon	Normal or Abnormal
The unit doesn't deliver cooling or heating, immediately after the unit is restarted (remote control or power resuming). 	If unit is powered off, and then restored, it will not run the compressor until 3 minutes later. This is normal 3-minutes restarting protection against high internal refrigerant pressure.
The unit emits a smell.	For new unit, some of the smell is normal. For any bad or abnormal smell, need to shut off the unit and check around. May need to call your technician.

CHECKING UNITS PRIOR TO CONTACTING YOUR TECHNICIAN

Phenomenon	Normal or Abnormal
Hearing sound of "water flow" inside unit. 	Normally this is due to refrigerant flowing through coils.
Mist is blown out of unit.	Normally it happens during cooling start period, when indoor air is hot and humid.
Hearing creaking noise during unit starting or shutting off. 	Normally this is caused by the expansion or contraction at components due to the temperature changes.
The unit doesn't operate at all. 	1) Is power shut off or lost? 2) Is TIMER set up? 3) Is circuit breaker not engaged, or even trips? 4) Is fuse not connected, or even blown? 5) Is voltage too high or low? 6) Is the flow control or other switches breaking the circuit? 7) Is unit under 3-minute restarting protection period? 8) Is the remote control our of battery power?
Unit doesn't respond to remote control. 	1) Is the remote control our of battery power? 2) Is remote control pointing to sunshine or lighting? 3) Is remote control signal blocked? 4) Is remote control too far away from indoor unit? 5) Is the fuse on indoor unit blown? 6) Is the indoor unit powered on? 7) Is the indoor unit transformer good? 8) Is the indoor unit control board good?
Cooling (heating) is not powerful. 	1) Is the set temperature too high or too low? 2) Is filter dirty? 3) Is air vent blocked? 4) Is unit undersized? 5) Is window or door closed? 6) Is unit refrigerant at lower level? 7) Is outdoor too hot or cold? 8) Is fan speed set at low?

CHECKING UNITS PRIOR TO CONTACTING YOUR TECHNICIAN

Phenomenon	Normal or Abnormal
Indoor unit doesn't blow air.	1) Is the unit in 3-minutes restarting protection period? 2) In heating mode, the indoor fan motor will not rotate before the indoor coil is hot enough. This is a normal anti-cold air blowing function. 3) Is the outdoor unit defrosting? 4) Is the unit in fan-pausing period of dehumidification mode? 5) Is the filter dirty? 6) Is the fan motor setting screw loose? 7) Is the fan capacitor bad? 8) Is the fan motor bad?
Condensate forms at air discharge louver.	This is normal when the conditioned cool air is mixed with the warm/hot and humid indoor air. Condensate may go away gradually once the indoor air is dehumidified and cooled down.
Water drips out of indoor unit.	1) Is indoor air too warm and humid? 2) Is condensate drain hose/connection leaking? 3) Is condensate drain hose clogged or restricted? 4) Is condensate drain hose insulated? 5) Is the 3" hole at exterior wall staffed or sealed?
Noise is heard at indoor unit.	1) Is the fan motor or compressor relay energized? 2) Is it due to temperature change that causes part expansion or contraction?

Must stop all unit operations, disconnect power and contact your service technician, in the following situations:

1) Harsh sound is heard;

2) Bad odor is smelt;

3) Water is leaked out of indoor unit;

4) Circuit breaker trips or fuse is blown few times;

5) Wires or connections are very hot;

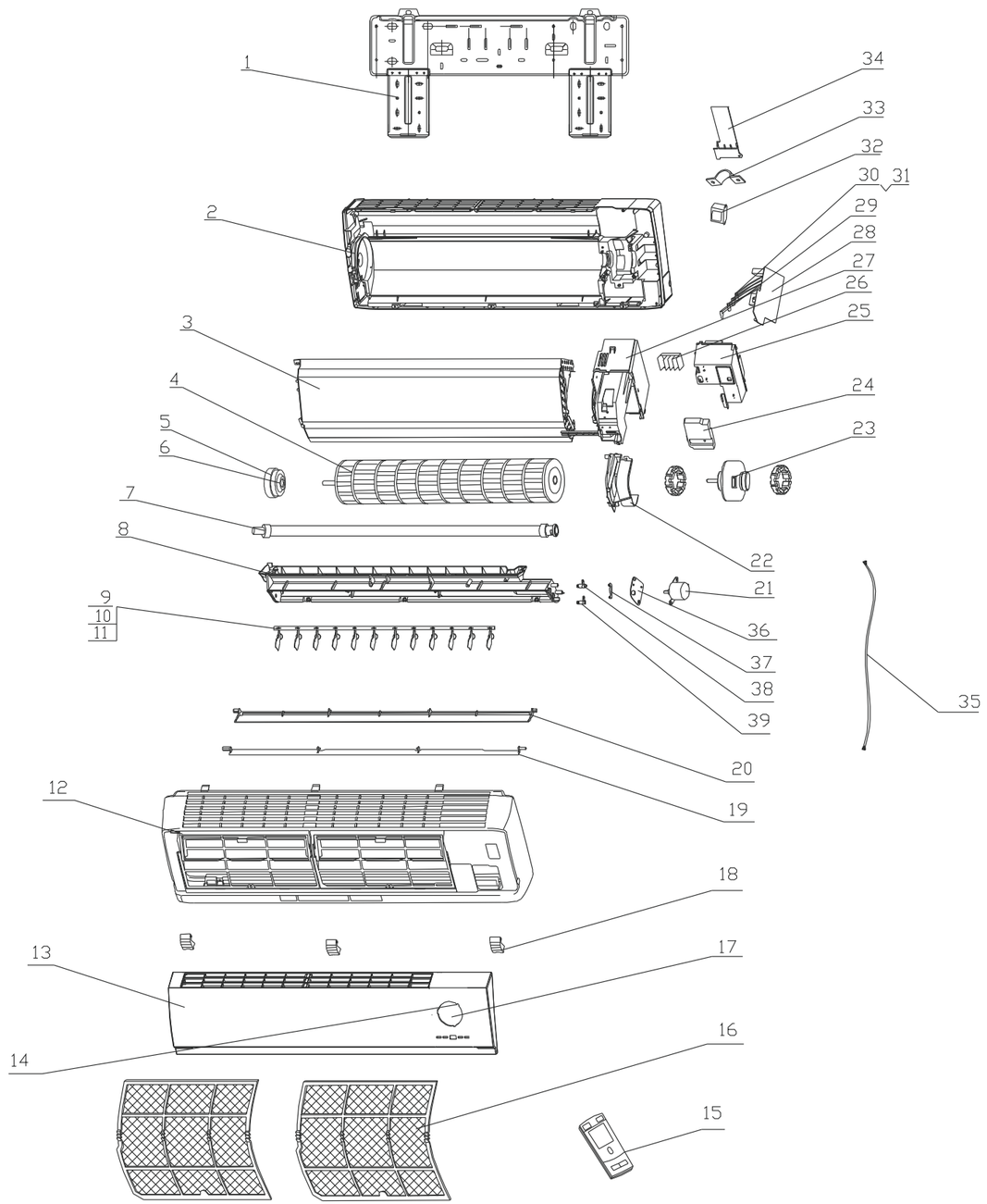
6) Oil or refrigerant leakage is found;

7) Unit vibrates abnormally;

8) Other abnormal situations.

EXPLOSIVE VIEW AND SPARE PARTS LIST

WMMS-09EW-V2B(59)(2)



NOTE: The above is for illustration purpose. Please check against actual unit or YMGI technical support for confirmation of exact part model / code.

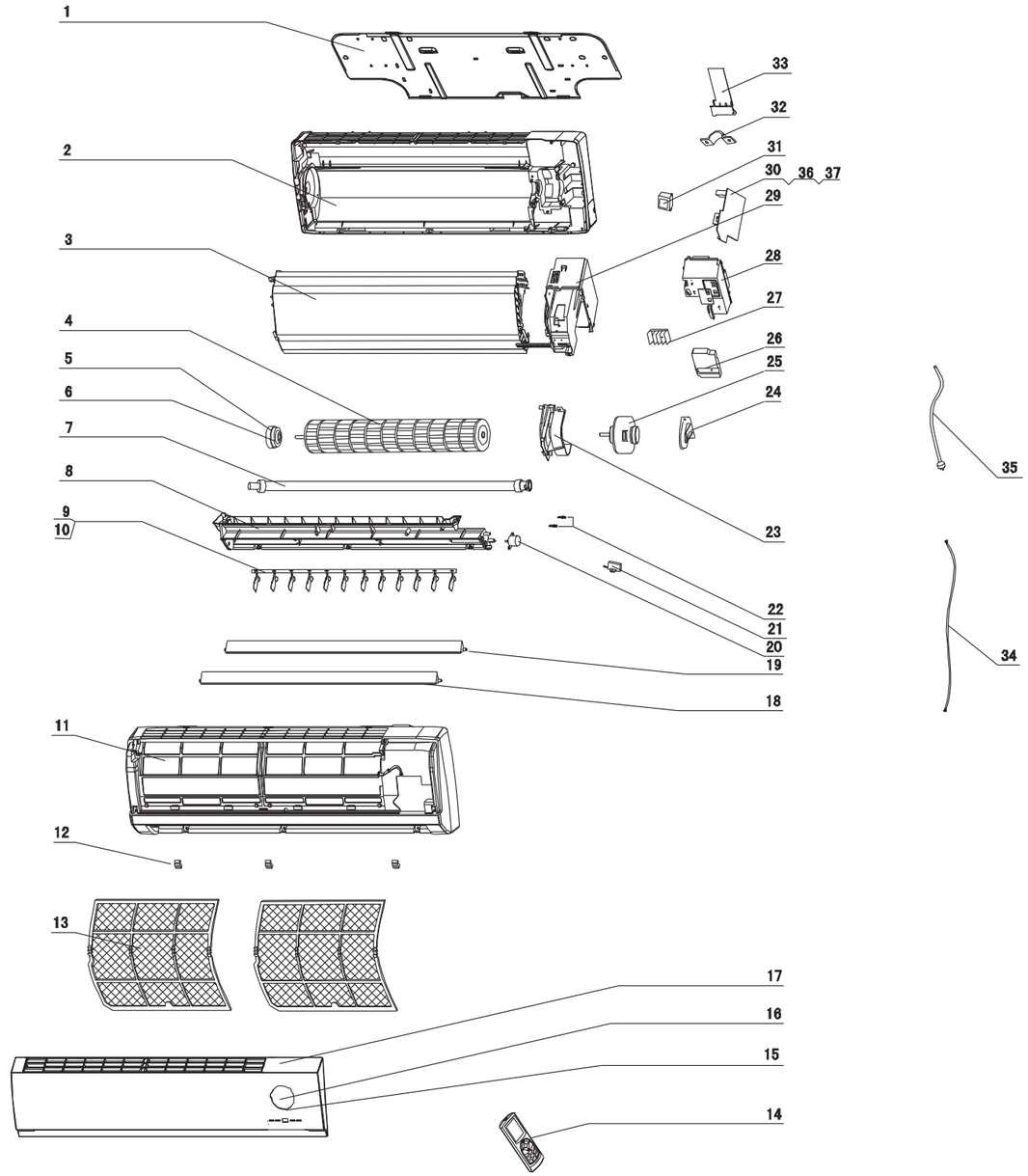
WMMS-09EW-V2B(59)(2)

No	Description	Part Code	Qty
1	Wall-mounting frame	01252220	1
2	Rear case	222020016	1
3	Evaporator assy	010020534	1
4	Cross flow fan	10352001	1
5	Ring of bearing	76512203	1
6	/	/	/
7	Drainage pipe	0523001401	1
8	Water tray	201820270	1
9	Swing louver	10512088	12
10	Swing linkage 1	10582002	1
11	Swing linkage 2	10582003	1
12	Front case	200022107	1
13	Front panel	200022092C	1
14	Decorate piece	68012019	1
15	Remote control YT1F	30510049	1
16	Filter	111200511	2
17	Receiver board D5K3	30545041	1
18	Screw cover	242520062	3
19	Guide louver 1	105120332	1
20	Guide louver 2	105120342	1
21	Motor MP28VB	15012086	1
22	Motor clamp	26112014	1
23	Motor FN14P-PG	150120763	1
24	Electric box cover	20122082	1
25	Covering plate	20112058	1
26	Terminal board T4B3A	42011233	1
27	Electric box	20112057	1
28	Main PCB MB803F2AJ	30038004	1
29	Room sensor 15K	390000451	1
30	Tube sensor 20K	3900019814	1
		3900019815	1
		3900019816	1
31	Jumping connector	4202300102	1
32	Transformer 48X26P	43110293	1
33	Wire clamp	71010103	1
34	Rear clamp	24242001	1
35	Connecting cable	/	1
36	swing louver clamp	10582409	1
37	swing louver	10582408	1
38	swing louver(up)	10542004	1
39	swing louver(down)	10542005	1

Note: The above data are subject to change without prior notice.

EXPLOSIVE VIEW AND SPARE PARTS LIST

WMMS-12EW-V2B(59)(2)



NOTE: The above is for illustration purpose. Please check against actual unit or YMGI technical support for confirmation of exact part model / code.

UNIT MAINTENANCE & SERVICE GUIDE

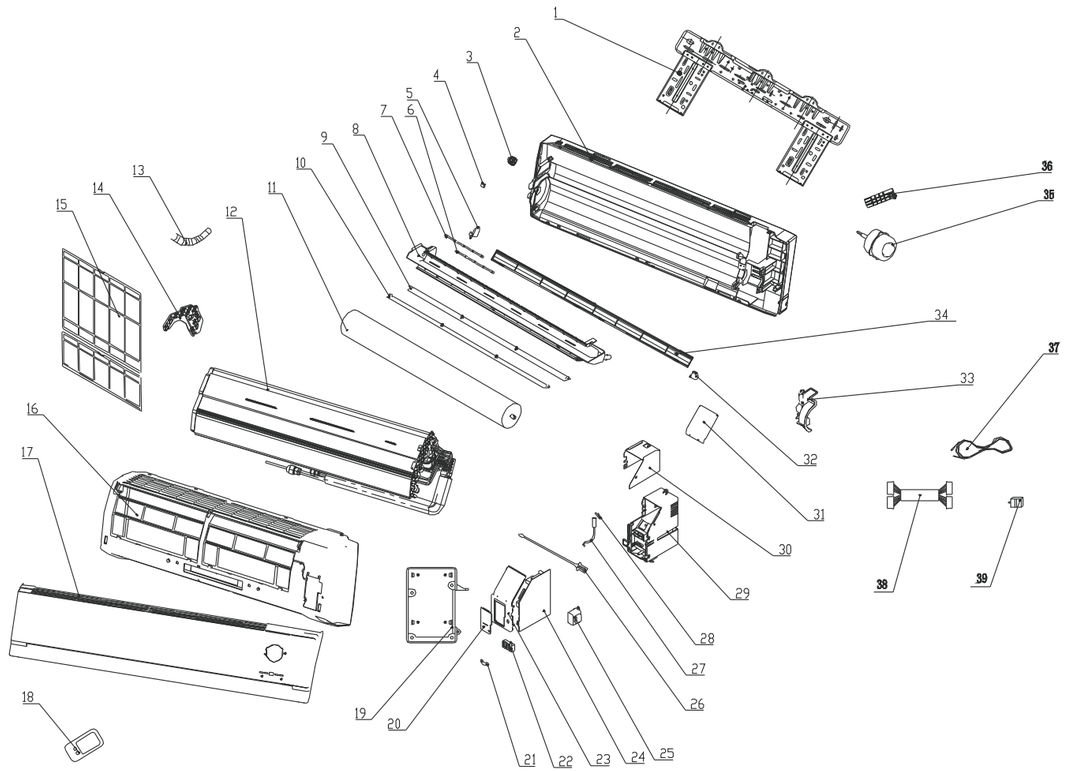
WMMS-12EW-V2B(59)2

No	Description	Part Code	Qty
1	Wall-mounting frame	01252384	1
2	Rear case	222020503	1
3	Evaporator assy	01002250	1
4	Cross flow fan	10352005	1
5	Ring of bearing	76712015	1
6	\	\	\
7	Drainage pipe	0523001401	1
8	Water tray	201820306	1
9	Swing louver	105120413	12
10	Swing linkage	105824397	1
11	Front case	200022958	1
12	Screw cover	242520072	3
13	Filter	11122440	2
14	Remote control YT1F	30510049	1
15	Decorate piece	68012019	1
16	Receiver board	30545042	1
17	Front panel	200022921	1
18	Guide louver	261120432	1
19	Guide louver	261120422	1
20	Motor MP28EC	15212002	1
21	\	\	\
22	\	\	\
23	Right motor clamp	26112429	1
24	Bearing holder	26152423	1
25	Motor FN20M-PG	150120873	1
26	Electric box cover	20122081	1
27	Terminal board T4B3A	42011233	1
28	Covering plate	20112060	1
29	Electric box	20112059	1
30	Main PCB M803F2AJ	30038004	1
31	Transformer 48X26P	43110293	1
32	Wire clamp	71010003	1
33	Rear clamp	26112430	1
34	Connecting cable	400204056	1
35	\	\	\
36	Room sensor 15K	390000451	1
37	Tube sensor 20K	3900019814	1
		3900019815	1
		3900019816	1

The above data are subject to change without prior notice.

EXPLOSIVE VIEW AND SPARE PARTS LIST

WMMS-18EW-V2B(59)2



NOTE: The above is for illustration purpose. Please check against actual unit or YMGI technical support for confirmation of exact part model / code.

UNIT MAINTENANCE & SERVICE GUIDE

EXPLOSIVE VIEW AND SPARE PARTS LIST

WMMS-18EW-V2B(59)2

No	Description	Part Code	Qty
1	Wall-mounting frame	01252004	1
2	Rear case	22202329	1
3	Fan bearing	76512203	1
4	Screw cover	24252015	3
5	Swing louverb	105120472	11
6	Swing link 1	10582057	1
7	Swing link 2	10582058	1
8	Water tray	20182057	1
9	Guide louver(up)	10512085	1
10	Guide louver(down)	10512086	1
11	Cross flow fan	10352022	1
12	Evaporator assy	01002913	1
13	Drainage pipe	05230014	1
14	Evaporator support	24212067	1
15	Filter	11122048	2
16	Front case	200026524	1
17	Front panel	2000284402	1
18	Remote control YT1F	30510049	1
19	Displaying light board	22432071	1
20	Electric box cover 1	20112019	1
21	Wire clamp	71010103	1
22	Terminal board	4201026601	1
23	Electric box cover	20112020	1
24	Main PCB	30038022	1
25	Transformer 57X25F	43110257	1
26	Room sensor 15k	390001912	1
27	Tube sensor 20K	3900019814	1
		3900019815	1
		3900019816	1
28	Sensor insert	42020063	3
29	Electric box	20112018	1
30	Lower shield of electric box	01592037	1
31	Upper shield of electric box	01592038	1
32	Stepping botor MP35XX	15213001	1
33	Motor clamp	26112095	1
34	Helicoid tongue	26252009	1
35	Motor FN20K-PG	15012718	1
36	Pipe clamp	24242001	1
37	Connecting cable	/	1
38	Plank cable	4003004201	1
39	Jumping connector	4202300106	1

The above data are subject to change without prior notice.

Note: Please refer to other materials or contact YMGI should you need similar information of other models.

CUSTOMER AND TECHNICIAN MUST READ

WHY DOES YMGI GROUP REQUIRE INSTALLATION AND SERVICE TO BE 100% PERFORMED BY LICENSED OR CERTIFIED HVAC TECHNICIAN/ CONTRACTOR?

1) They have the training and experience to accurately and safely install and service your equipment.

The equipment runs with high-pressure refrigerant and oil and line-voltage. The copper lines must be installed properly to prevent leakage and foreign substances from contaminating the refrigerant system.

2) You will save money in the long run. If any problems occur on the unit that is fully installed by the licensed or certified contractor, they have the training and experience to correct the problem more efficiently. A technician(s) may be unwilling to repair an issue on a unit that they did not install. If you do find a technician willing to perform the service, there is an increased possibility of higher service fees than normal, increased service visits, or delayed service from that technician.

3) It's the law!

The federal, state and/or local government and authorities have various governing laws or regulations, guidelines, ordinances, etc., requiring only licensed or certified professionals can install and service high pressure HVAC equipment.

SUGGESTIONS, TO AID YOU IN HIRING AN HVAC CONTRACTOR:

1) Hire a currently, practicing, licensed/ certified HVAC technician/ contractor. Technicians, who are no longer practicing (retired, etc.) in this field, may not have the updated knowledge or may lack experience on the equipment you have purchased.
2) Hire a technician/ contractor who services customers in your local area and you are familiar with. Local contractors have a faster response time and will be easier for you to determine if they are reputable.
3) Use only reputable licensed/ certified HVAC installation contractors/ technicians to prevent any unexpected charges as a result from unethical business practices.
4) Check their references, to verify they are a good service provider to the general customers. N.A.T.E or A.C.C.A certified technicians are strongly recommended.
5) Some contractors/ technicians may not feel comfortable about installing the equipment that you purchased for them to install, and they prefer to purchase and install the equipment. You can contact YMGI directly to check and see if there have been any contractors in your area who have installed our products or similar.
6) Ask for a detailed quote for the whole installation project. A flat rate quote is the safest contract for both you and the contractor
7) Your local HVAC technicians may charge you on a project basis or on an hourly basis. To our general knowledge and experience, **a full single head installation may normally cost anywhere from $800 to $1500**. These costs are estimates and your actual costs may differ due to job nature and location.
8) Number of hours can vary depending upon each individual situation, some factors are, but not limited to:
9) How difficult or complex the indoor unit is to be securely installed.
10) How difficult or how long the inter-connecting pipes and wires are to be installed.

11) If all the suggestions have been taken and all the necessary steps are followed.

12) If the contractor(s)/technician(s) are experienced with the systems/brands you purchase.
You might spend less. But remember, many times you get what you pay for.

13) Sign a contract with them. The contract should list all the detailed work they will conduct and the standards they will follow. Some contractors are willing to include a 1-year installation/service warranty at no extra charge. Check with them to see if that is available. If available, include that in the contract.

14) Verify and confirm the installation is done completely and all the unit functions have been checked and are working properly, all the items in the checklist have been checked and marked well in the warranty registration card/form, prior to paying the contractor in full.

The cost of not having your unit installed properly can be more expensive than spending a little extra money that hiring the right contractor will cost. Protect your investment and warranty eligibility by doing it right first time.

UPON PURCHASING, OPENING PACKING BOXES AND INSTALLATION OF YMGI UNITS/ACCESSORIES, YOU AND TECHNICIANS YOU HIRE TO INSTALL THEM ARE ASSUMED TO HAVE READ ALL MATERIALS AND AGREE TO FOLLOW AND BE BONDED BY ALL WE SAY IN YMGI MANUALS.

1) You understand all that is written hereafter in this and other documents that we publish.

2) You will follow what is written hereafter in this and other documents that we publish.

3) You will be bound by and completely follow all policies, guidelines, instructions, warnings, attentions and other materials, as published by YMGI Group, its subsidiaries or sister companies, in writing.

4) Only a successful installation, fully (100%) conducted by a qualified HVAC technician(s), as detailed in the checklist of the **Limited Product Warranty Policy** and **Limited Product Warranty Registration Card/Form**, along with a properly detailed installation invoice, is eligible for the **Limited Product Warranty**.

5) Failure to follow what is written hereafter may cause various equipment issues that you will take full responsibility and liability for, including, but not limited to, losing manufacturer's warranty, unit not working properly, unit malfunctions, under-performance, decreased safety, increased potential of various damages to your property, body, home and/or business, etc.

6) YMGI documents and policies supersede those made or provided by the sales distributors or installing contractors. YMGI Group maintains the final authority in explaining and resolving any and all discrepancies that might exist between distributors/contractors' documents and ours.

YMGI STRONGLY RECOMMENDS:

* Customer hires a currently licensed/ certified HVAC technician(s) (N.A.T.E. or A.C.C.A certification is strongly recommended) to conduct 100% of the installation, inspection of all unit functions and repair service.
* Customer signs an installation/service contract with the installation/service technician's company who has good service references and you trust. Installation and service is very important to the life of your investment and provide you a lifetime of comfort and peace of mind.
* Customer requests the installer to put down a1-year labor warranty coverage in the installation contract.
* Have the technician check against all the items in the checklist of the **Limited Product Warranty Registration Card/Form**, sign and date it, to help ensure a proper and professional installation.
* Customer pays in full, only after all the unit functions are inspected, the unit works properly, warranty checklist is fully filled out and signed and you are fully satisfied.
* If any unit abnormality is found, have your technician check the unit first. Have them call for manufacturer technical assistance, if necessary, from your job site, not his office, so that we can more accurately assist him in diagnosing the cause of the malfunction.

QUESTIONS ABOUT SELF-INSTALLATION VS HIRING LICENSED HVAC TECHNICIANS

Does YMGI allow to do-it-yourself installations (DIY) partially or fully? NO.
Unfortunately no brand or manufacturer can take the responsibility of the equipment if it is not professionally installed by a currently licensed HVAC technician/ contractor.
If unit is installed by non-licensed people, in part or fully, will the factory warranty be void? YES.

Some DIY installations have been successful, but these are exceptions. Most have resulted in equipment failure, due to lack of knowledge and experience. A few of the problems result from DIY's lack of knowledge in the following areas:

* Sizing and selecting correct type, size and model of cooling and/or heating equipment.
* Sizing and installing correct electric circuit breakers and wires.
* Wiring the units correctly and properly.
* Taping the ends, connecting to indoor and outdoor units correctly and properly.
* Vacuuming the inter-connecting refrigerant lines.
* Checking and/or fixing the refrigerant leaks.
* Checking and/or fixing the condensate drain leaks.
* Releasing the refrigerant from outdoor unit to indoor unit.
* Running the unit to check all the unit functions.
* Conducting the installation or trouble-shooting with correct tools, experience or professional knowledge to correct the problem.

RECEIVING AND FREIGHT DAMAGE

* Freight (package/unit) shall be checked thoroughly for damage at receiving before accepting by signing on the carrier's delivery paperwork.
* Upon shipment being signed for acceptance, it becomes a binding document as to the condition of the products on delivery. We cannot process any shipping damage claim, if you accept the delivery.
* If damage is found at delivery, both you and the delivery driver must make notes on the delivery receipt or other freight paperwork detailing the damage found by marking position/parts on unit, description of damage, time/ date, your name, contact phone, etc. on the delivery documents. Make a copy of the marked delivery receipt.
* If the damage is minor or partial, that you choose to accept, you can contact the distributor or YMGI to discuss the possible replacement of the damaged part.
* If refusal of the shipment is needed due to severe freight damage, **DO NOT** sign the carrier's delivery receipt document indicating that you accept the products. Mark receipt "REFUSED DUE TO FREIGHT DAMAGE." Sign and date along with the delivery driver's signature and date.
* Take pictures showing the damage, before the delivery driver leaves.
* If you accept the delivery or fail to note damage on the driver's delivery receipt, the ability to claim freight damage is lost and YMGI will not replace the unit on this basis.
* Contact the distributor or YMGI, report the damage by forwarding the marked delivery receipt copy and pictures.
* Only after YMGI verifies with the carrier the necessary detailed notes of received freight damage, will the damaged products be eligible for replacement.
* If the returned products are found not damaged, YMGI will treat it as a return and will charge you 25% of product value plus added shipping cost.

RETURN-YMGI GROUP POLICIES & RETURN GOODS AUTHORIZATION (RGA)

All sales are final. If the customer wishes to return a product, the following **Return Policies** apply.

A. Only those products (units, parts or accessories) under the following conditions, are eligible for return:
1) Products are returned within 30 days of their original shipment date from YMGI
2) Products have not been installed.
3) No damage exists on the products being returned.
4) No missing products.
5) Products and packages are clean.
6) No duct tape or marking on the product or box.
7) Products are still their original package, in good shape and in re-sellable condition, as YMGI determines.

B. Preapproval steps for your return request:
1) Contact your distributor or YMGI to request a return.
2) Photograph your product and box to show details
3) YMGI will review your request, along with the pictures and any other details pertaining to your request.
4) If YMGI agrees to process your return request, a form called **Return Goods Authorization (RGA), along with an assigned RGA #** will be forwarded to your distributor or you.
5) Any return without YMGI Group approved RGA #, will not be accepted.

C. YMGI must verify the following before you can pack your products:
1) No products (units, parts, accessories) are missing.
2) No damage is found.
3) The products are in the original packaging.
4) No duct tape on any product or box.
5) Pictures have been taken and sent to YMGI to verify the product and boxes are not damaged.
6) The RGA has been completed and a copy has been returned to YMGI, via email or fax.
7) YMGI has approved the request in writing.

D. Shipping Preparation:
1) Package all products in a manner in which no damage can occur to the product and secure to a pallet.
2) Take and forward pictures of packed pallets for YMGI to verify proper packaging and no existing damage.
3) Include the YMGI approved RGA# in the shipping documents.
4) YMGI reserves the right to approve or deny any shipments.
5) YMGI can arrange shipping for you, but not at YMGI's cost. If this option is chosen, a packing list and BOL will be issued to you through YMGI.
6) If the above option is not chosen, you will be responsible for all freight charges. YMGI will not accept any returned items COD.
7) Place the package in an area which is accessible to the shipping company for pickup and limits the possibility of damage to the product. Customer must be present at the time of freight pick up.

After shipping, fax the BOL to YMGI Group at 1-866-377-3355 or email to customerservice@ymgigroup.com, detailing the information of the freight company and their tracking number.

E.Freight Damage:
1) YMGI Group will inspect returned items
2) Claiming of freight damage from a customer hired carrier will be the customer's responsibility.
3) Claiming of freight damage from a YMGI hired carrier will be YMGI's responsibility.

F. Charges for your return:
1)A restocking charge of 25% creditable invoice value.
2)All return shipping fees.
3)Additional fees will be charged, if products are found to be damaged, missing or used.
4)YMGI will notify the distributor of the charges only after the inspection and assessment of the returned products has been completed.

Attention:
1) Returned products must be shipped within 7 days of YMGI's releasing of **RGA #**.
2) **All RGA** shipping shall be prepaid by the customer. **YMGI will not accept any COD freight**.

YMGI GROUP DISCLAIMING-1:
YMGI Group will NOT accept any return, or may not honor 100% credit for any return of Product(s)/Part(s)/ Accessories, in any of the following cases:
* Return requests made 30 or more days after the date of original sales shipping from YMGI Group warehouse.
* Return shipment is initiated 8 days or more after the RGA is approved.
* Returned products received not displaying an YMGI-approved valid **RGA #**.
* Returned products received C.O.D.
* Returned products not received in the original packaging.
* Returned products received with non-repairable packaging, including duct tape or marks on units or carton boxes.
* Returned products received with missing units/parts/accessories.
* Returned products received, are found to be non-functional or damaged.

YMGI GROUP DISCLAIMING-2:
* YMGI Group will not be responsible for any losses of returned unit(s)/part(s)/accessories in transition to YMGI Group warehouse.
* YMGI Group RGA is valid for seven (7) days from the original issuing date. Returns will not be accepted, if shipping is made 8 or more days after the YMGI Group RGA is issued.

CUSTOMER AND TECHNICIAN MUST READ

DEFECTIVE UNITS / PARTS / ACCESSORIES-REPAIR OR REPLACEMENT

Out of thousands of units sold every year, there may be an occasional instance your product does not operate properly. Reasons of but are not limited to: **manufacturing, installation, operation, maintenance and knowledge of operator**.

Equipment failure does not automatically denote a product defect from the factory assembly line. The defects can be caused, during production, transportation, installation, operation, maintenance, or service. Defects may NOT be the responsibility of the manufacturer. Nobody willfully or intentionally produces a defective product. No determination shall be made until the technical issue(s) or the causes of the defect(s) are identified.

The defects might be found before/ during installation or in the operation of the unit. Defects can be in the form of blown fuse(s), defective control board(s), damaged remote control, loose or missing screws, etc. These defective parts can be replaced easily.

Some functions of our units are different from what are typical in traditional split type air conditioning and heat pump systems and similar systems made by other manufacturers. These are not defects. Take some time to learn the functions of your unit. We will be happy to assist you with any questions you may have concerning the functions of your new unit.

If a defect is found, whether at the original installation, or during normal operation, we will gladly help you in the following steps in sequence from 1 to 3:

1. **Part repair or replacement after trouble-shooting:** This is the most common and generally the easiest and most economical way for all the needed parts since the problem and all part needs can be accurately and completely identified.

* Your technician calls our technical support line, from your job site, after checking your units and getting all the information ready.
* Our technical support will go through several steps, over the phone or through email, with your technician, in order to help identify and resolve the problems. Normally wiring correction, piping correction, part repair/ replacement will resolve the problems.
* Your technician will then need to verify and confirm the problem(s) before YMGI can ship out the replacement part(s). Inaccurate or incomplete troubleshooting or part replacement will delay the repair. YMGI technical support will only speak with a licensed/certified technician in regards to the repair of your unit. In our experience this saves time and money for all parties involved.

Your technician is the only person to perform any physical checking, trouble-shooting and replacing of any defective part(s) for your units. Our factory technical support is just a help. **YMGI provides no labor warranty on the products.**

2. **Unit/part repair at our workshop(s):** Due to the limitations of our technical support not being at your job site, or your technician's limited experience with our product, the problem may not be resolved as quickly as would be desired. If the problem is still not resolved after attempts between your technician and our technical support, you can elect to have the unit repaired at our facility. If this step is chosen:
   1) YMGI will send to you the ***Customer Request to Ship Products to YMGI Service Center for Inspection and Repair, and Authorization to Charge*** form.
   2) You will review the form and fill all fields appropriately, sign and send back to the YMGI Group.
   3) Once the form has been completed and sent back to YMGI, remove the units and ship back to YMGI.

Please make a note describing the problem and communication history, if possible. Our technicians will check the units and find the problem(s), repair the issue(s), and ship the unit back to you following the conditions set forth in the signed repair agreement. All unit removal and re-installation is done at your cost and must be done by a currently valid licensed HVAC technician.

3. **Unit replacement:** Only applies to those defects reported within 30 days of original purchase date and if all necessary warranty paperwork had been received and approved. This option applies only if the above steps cannot resolve the problem(s). Either indoor or outdoor unit replacement is available, based on the actual need, at YMGI's determination. ***This option shall be the last resort***, due to refrigerant and wiring considerations. All unit removal, re-installation and shipping cost are the responsibility of the customer. YMGI maintains the final authority as to unit replacement. Replacement will be made with the same model only. Alternate units will be treated as a new order.

Returning Replaced Defective Units/Parts/Accessories After Unit Repair: (Only applies to steps 1&3 above)
1) Repack the replaced unit/ part /accessory in the box which contained the replacement part.
2) Parts can be boxed for UPS, FedEx or equivalent ground service. Units shall be secured onto the skid on which the replacement was shipped after placing into the package from the replacement product.
3) Ship **all** replaced products, to YMGI-designated location. You will be charged if YMGI does not receive the replaced parts.

CUSTOMER AND TECHNICIAN MUST READ

Standard factory warranty does not cover the cost of materials and labor that are incurred at your site.
There will be no cost for the replacement unit, if YMGI determines the defect is manufacturer related.
Replacement will be made with the same model, only. Alternate units will be treated as a new order.

CUSTOMER SERVICE / TECHNICAL SUPPORT FROM YMGI GROUP

For questions or help with your unit, contact the original installer or service provider.
YMGI Group does not install nor physically service your unit. Your installer or service provider must check the unit prior to contacting YMGI Group from your jobsite, in order to be helped in an efficient and timely manner.

* Factory customer service at customerservice@ymgigroup.com Tel: 1-866-833-3138x704
* Factory technical support at techsp@ymgigroup.com Tel: 866-833-3138x703
* Fax: 1-866-377-3355

An **"YMGI Group Customer Service/Technical Support Daily Log Sheet"** will be filed in writing at our office, for effective communication between you and YMGI Group customer service, your technician and YMGI Group technical support. Before contacting the YMGI Group locate the IP# written at the top of your warranty registration form. Use this IP# whenever you contact the YMGI Group.

DISTRIBUTOR AND MANUFACTURER POLICIES

* All questions concerning sales or money will be directed to the sales distributor from which you purchased the units.
* Read and follow all policies set forth from the distributor from which you purchased your unit.
* Upon purchase and installation of the unit(s), you agree to be bounded by all policies published by both distributors and YMGI.
* YMGI Group has the final authority and supersedes other related parties (distributors, etc.) concerning all policies regarding YMGI products.

YMGI DISCLAIMING-3 (RE: LIMITED PRODUCT WARRANTY)

1) The YMGI **Limited Product Warranty Policy**, details the eligibilities, coverage's and other explanations of the warranty terms between YMGI group and the unit owner.
2) The YMGI **Limited Product Warranty Policy** and the **Warranty Registration Card/Form** are either included inside the user's manual and/or installation instruction manual, or come separately in the unit packaging box/ envelope. If for any reason they are not included with your shipment, contact our sales or customer service to request a copy (electronic or printed), prior to installation.
3) The checklist, in the **Warranty Registration Card/Form**, is for the currently licensed/ certified HVAC technician to fill out completely, while verifying all unit functions are operating correctly. This checklist is for the technician to test and check all details of your unit, to verify and ensure its proper operation.
4) The technician must complete all fields in the **Warranty Registration Card/Form**, especially the unit model and serial numbers and distributor information, and most importantly, the technician checklist.
5) Warranty Registration Card/Form shall be mailed, **along with the original copy of the currently licensed HVAC contractor's full installation invoice**, to YMGI Group, within 7-days after original installation, in order for YMGI to review and process your warranty registration.
6) Keep a copy of **Warranty Registration Card/Form** for your own use in the future, to aid in any possible future warranty claiming, any request of parts, customer service, and/or technical support.
7) YMGI reserves the right to approve or deny the warranty status based on the information reviewed.

Mailing address of the **Warranty Registration Card/Form:** Warranty Department, YMGI Group, POB 1559, O'Fallon, MO 63366, USA.

USER NOTES AND INSTALLATION/SERVICE/MAINTENANCE NOTES

USER NOTES

Put down whatever questions you have or problems you have seen as a unit history:

No.	Date	Notes	Asked for Your Technician for Help?	Did You Ask YMGI Tech. for Help?

INSTALLATION NOTES

Put down whatever questions you have or problems you have seen as a unit history:

No.	Date	Original Installation Company Name, Technician Name, Phone & HVAC License #	Job Not Performed by Technician	Technician Checklist Completed Fully?

SERVICE / MAINTENANCE NOTES

No.	Date	Contents of Service / Maintenance	Technician's Company Name, Technician Name, Phone & HVAC License #